



2021 Local Government Community Satisfaction Survey

Yarriambiack Shire Council

Coordinated by the Department of Jobs,
Precincts and Regions on behalf of
Victorian councils



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Background and objectives

The Victorian Community Satisfaction Survey (CSS) creates a vital interface between the council and their community.

Held annually, the CSS asks the opinions of local people about the place they live, work and play and provides confidence for councils in their efforts and abilities.

Now in its twenty-second year, this survey provides insight into the community's views on:

- councils' overall performance, with benchmarking against State-wide and council group results
- value for money in services and infrastructure
- community consultation and engagement
- decisions made in the interest of the community
- customer service, local infrastructure, facilities, services and
- overall council direction.

When coupled with previous data, the survey provides a reliable historical source of the community's views since 1998. A selection of results from the last ten years shows that councils in Victoria continue to provide services that meet the public's expectations.

Serving Victoria for 22 years

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 22 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

Participation in the State-wide Local Government Community Satisfaction Survey is optional.

Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. It has a glowing, network-like pattern of white lines and nodes within its structure, resembling a map or a data network.

Key findings and recommendations



Yarriambiack Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Yarriambiack 61



State-wide 61



Small Rural 60

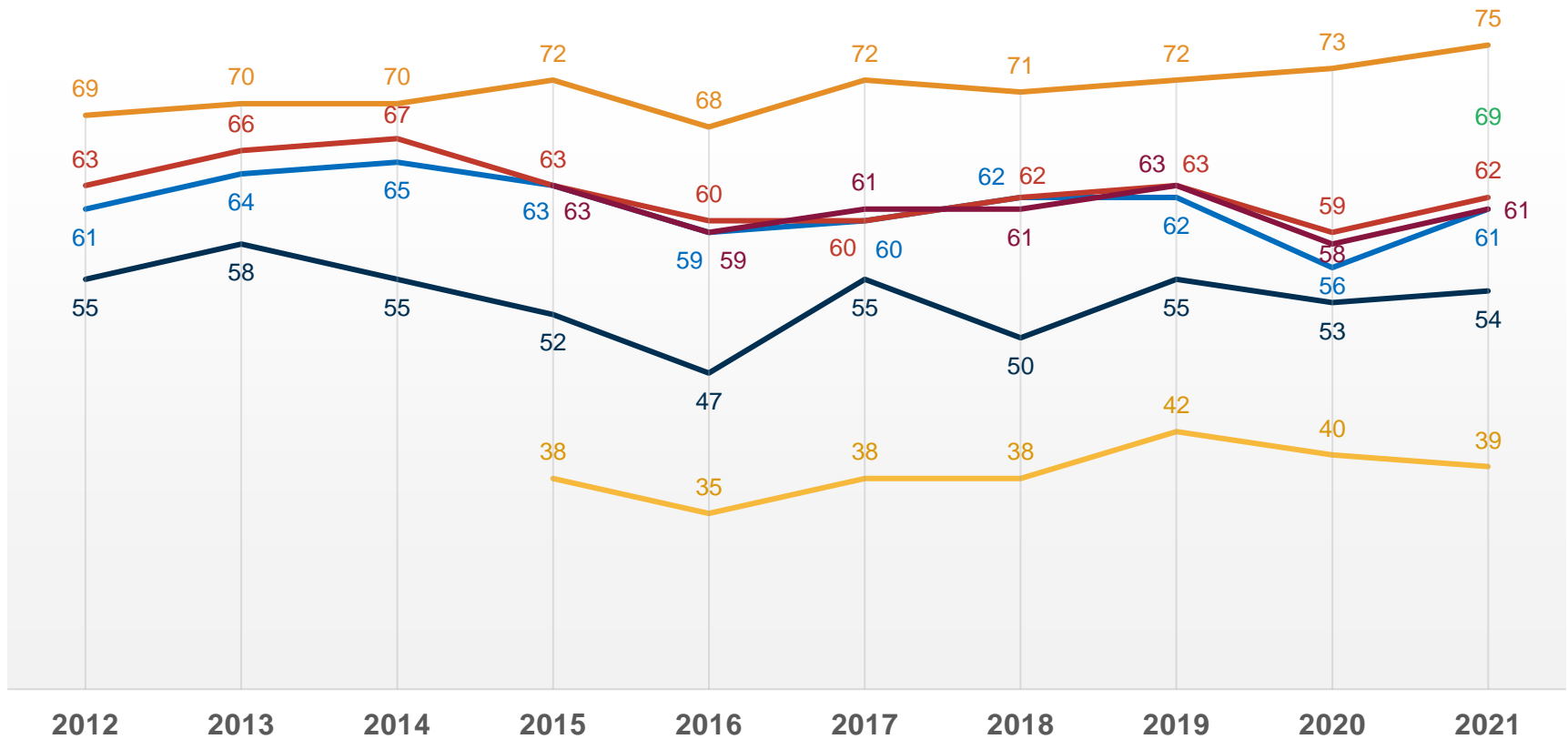
Council performance compared to State-wide and group averages

	The three areas where Council performance is significantly higher by the widest margin	Areas where Council performance is significantly lower
Compared to State-wide average	Consultation & engagement Community decisions Bus/community dev./tourism	Sealed local roads
Compared to group average	Consultation & engagement Community decisions Lobbying	Sealed local roads



Summary of core measures

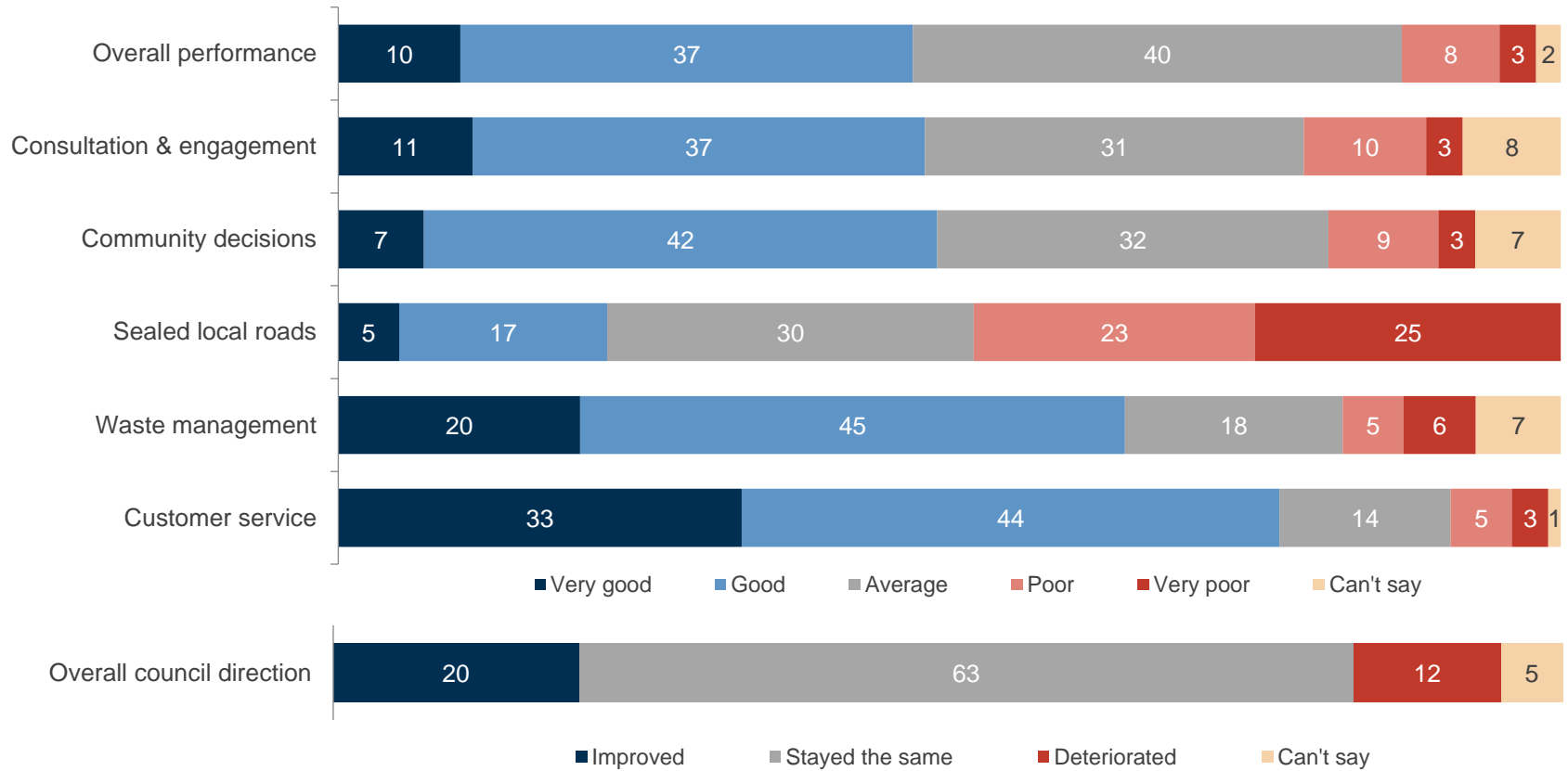
Index scores





Summary of core measures

Core measures summary results (%)







Summary of Yarriambiack Shire Council performance

Services		Yarriambiack 2021	Yarriambiack 2020	Small Rural 2021	State-wide 2021	Highest score	Lowest score
	Overall performance	61	56	60	61	Aged 65+ years	Hopetoun residents, Aged 50-64 years
	Value for money	54	-	52	54	Aged 65+ years	Aged 35-49 years
	Overall council direction	54	53	53	53	Aged 65+ years, Warracknabeal residents	Aged 18-34 years
	Customer service	75	73	69	70	Aged 18-34 years, Aged 65+ years	Aged 35-64 years
	Elderly support services	71	-	72	69	Aged 35-49 years	Aged 50-64 years
	Recreational facilities	70	-	69	71	Aged 65+ years	Hopetoun residents, Aged 50-64 years
	Waste management	69	-	68	69	Aged 65+ years	Aged 50-64 years, Aged 18-34 years
	Bus/community dev./tourism	65	-	62	61	Dunmunkle residents	Warracknabeal residents
	Consultation & engagement	62	59	56	56	Dunmunkle residents	Hopetoun residents
	Community decisions	61	58	56	56	Warracknabeal residents	Hopetoun residents



Summary of Yarriambiack Shire Council performance

Services		Yarriambiack 2021	Yarriambiack 2020	Small Rural 2021	State-wide 2021	Highest score	Lowest score
	Lobbying	58	58	55	55	Aged 65+ years	Aged 18-34 years
	Sealed local roads	39	40	53	57	Dunmunkle residents, Aged 65+ years	Aged 50-64 years



Focus areas for the next 12 months

Overview

Perceptions of Council performance on most service areas evaluated have improved over the past year, with overall performance perceptions of Council significantly improving. For those areas that have been evaluated for the first time in this year, Council is performing relatively strongly, and its performance is rated in line or better than the Small Rural group and State-wide Council averages. This is a positive result for Council.

Key influences on perceptions of overall performance

Yarriambiack Shire Council should focus on the individual service areas that have a moderate influence on perceptions of overall performance but where Council currently performs relatively less well, namely the condition of sealed local roads. Decisions made in the interest of the community is the area with the greatest influence on overall performance perceptions, so Council should look to further improve and consolidate the gains already made here.

Comparison to state and area grouping

Importantly, Council performs as well or significantly higher than the State-wide and Small Rural council averages on almost all service areas. The area that stands out as being most in need of Council attention is sealed local roads, which is the only area where Council is poorly rated and where its performance is rated significantly lower than both the Small Rural and State-wide Council averages.

Maintain gains achieved to date

Council should look to maintain and build upon its improved performance on community consultation and engagement, community decisions and customer service over the next 12 months. Council's lobbying performance has remained relatively stagnant over the years, so efforts should be made to improve perceptions as there is evidence that Council can be viewed more positively. In addition, Hopetoun residents are consistently the most critical of Council's performance. Care should be taken when interacting with this cohort.

DETAILED FINDINGS

Overall performance



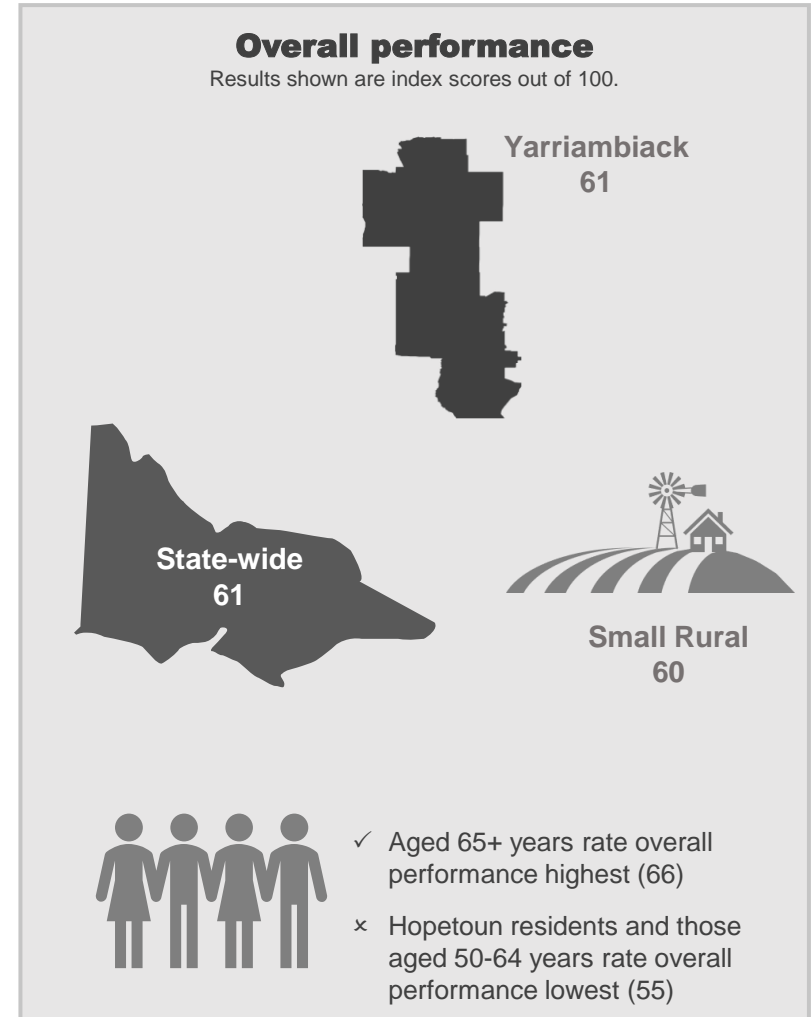
Overall performance

The overall performance index score of 61 for Yarriambiack Shire Council represents a significant five-point improvement on the 2020 result. This improvement means overall performance perceptions have now recovered from the significant ratings drop observed between 2019 and 2020.

Council's overall performance is rated in line with the average rating for councils in the Small Rural group and State-wide (60 and 61 respectively).

- Perceptions among almost all cohorts improved, with many improvements being statistically significant (at the 95% confidence interval).
- The exception is Hopetoun residents (down one point), who are especially unhappy in most areas this year – a departure from past years when they have been some of Council's most satisfied.
- Residents aged 65 years and over are particularly pleased (66) rating overall performance significantly higher than the average. Conversely, ratings among 50 to 64 year olds and Hopetoun residents are significantly lower (index score of 55 for each).

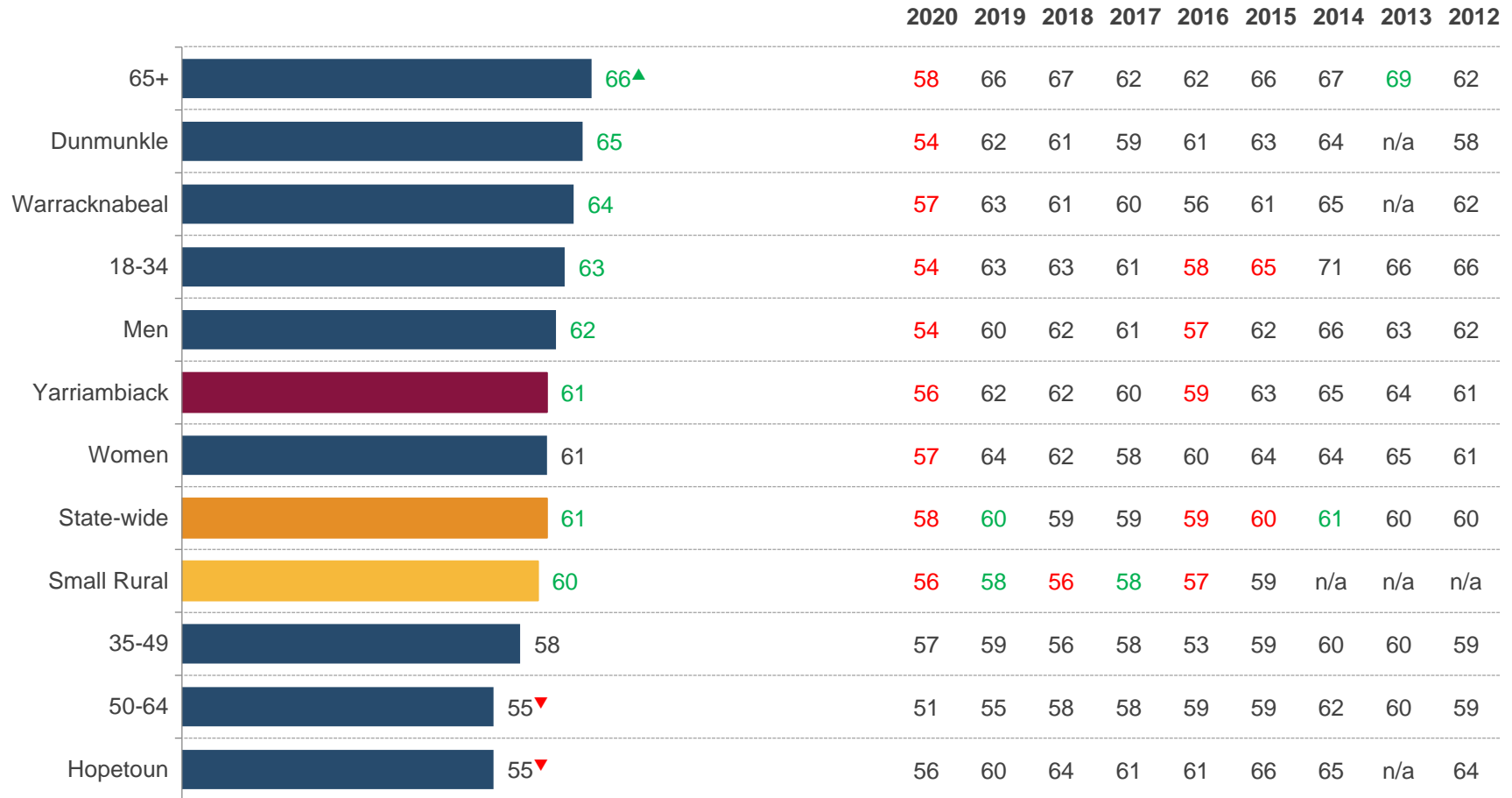
Over a third (37%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good', compared to 22% who rate it as 'very poor' or 'poor'. A further 37% rate Council as 'average' here.





Overall performance

2021 overall performance (index scores)



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Yarriambiack Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

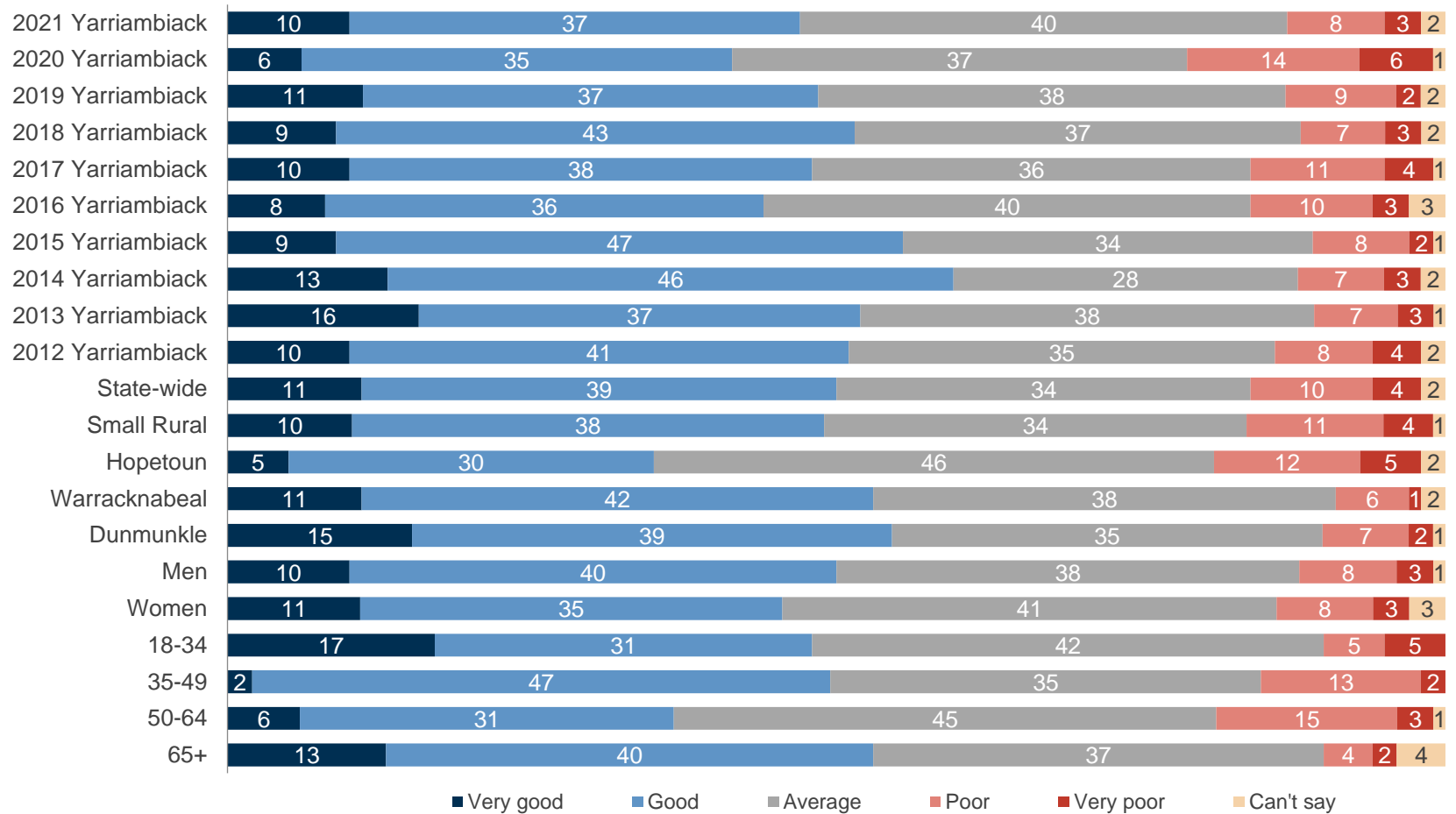
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

Note: Please see Appendix A for explanation of significant differences.



Overall performance

2021 overall performance (%)



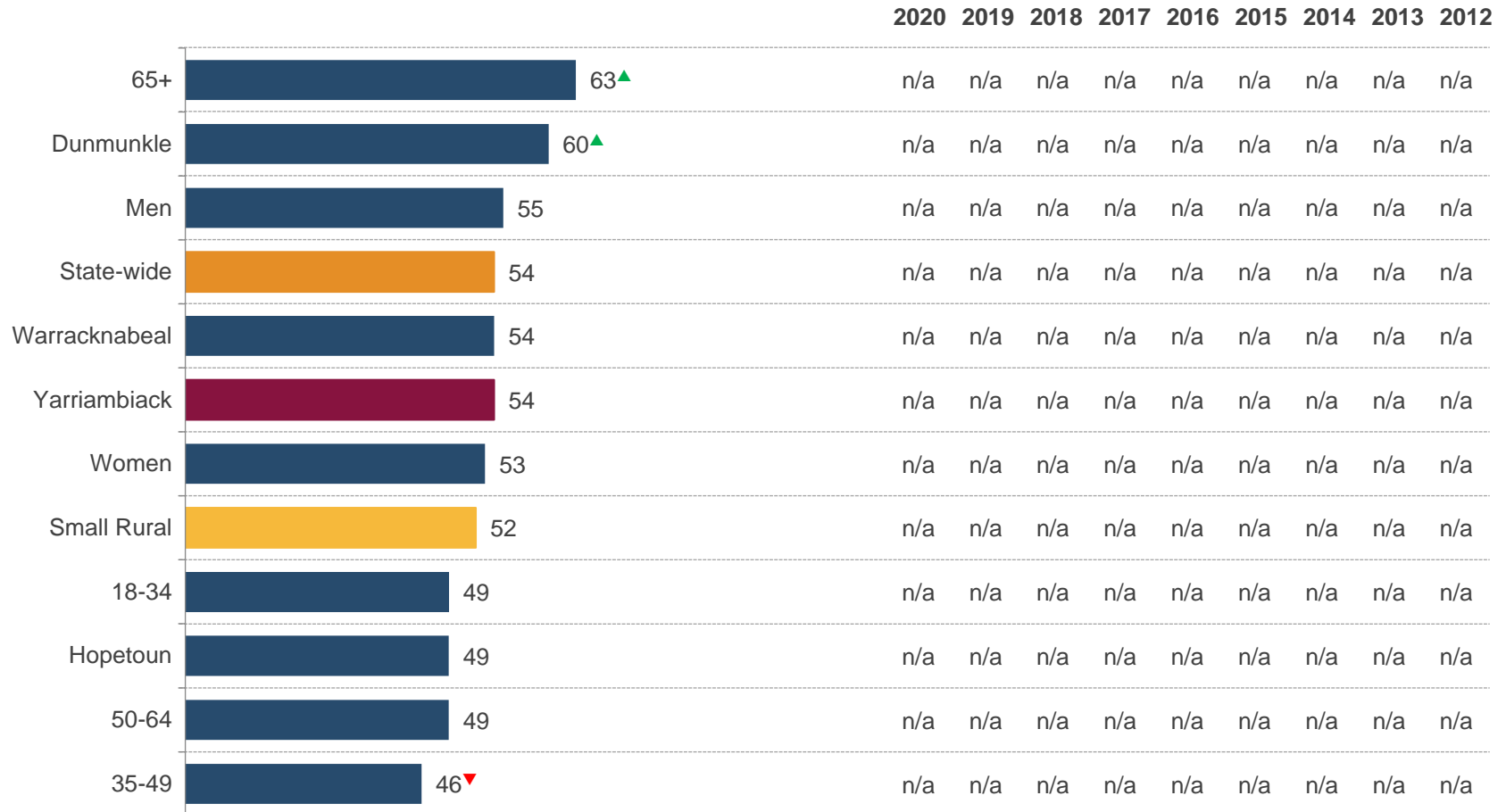
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Yarriambiack Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19



Value for money in services and infrastructure

2021 value for money (index scores)



Q3b. How would you rate Yarriambiack Shire Council at providing good value for money in infrastructure and services provided to your community?

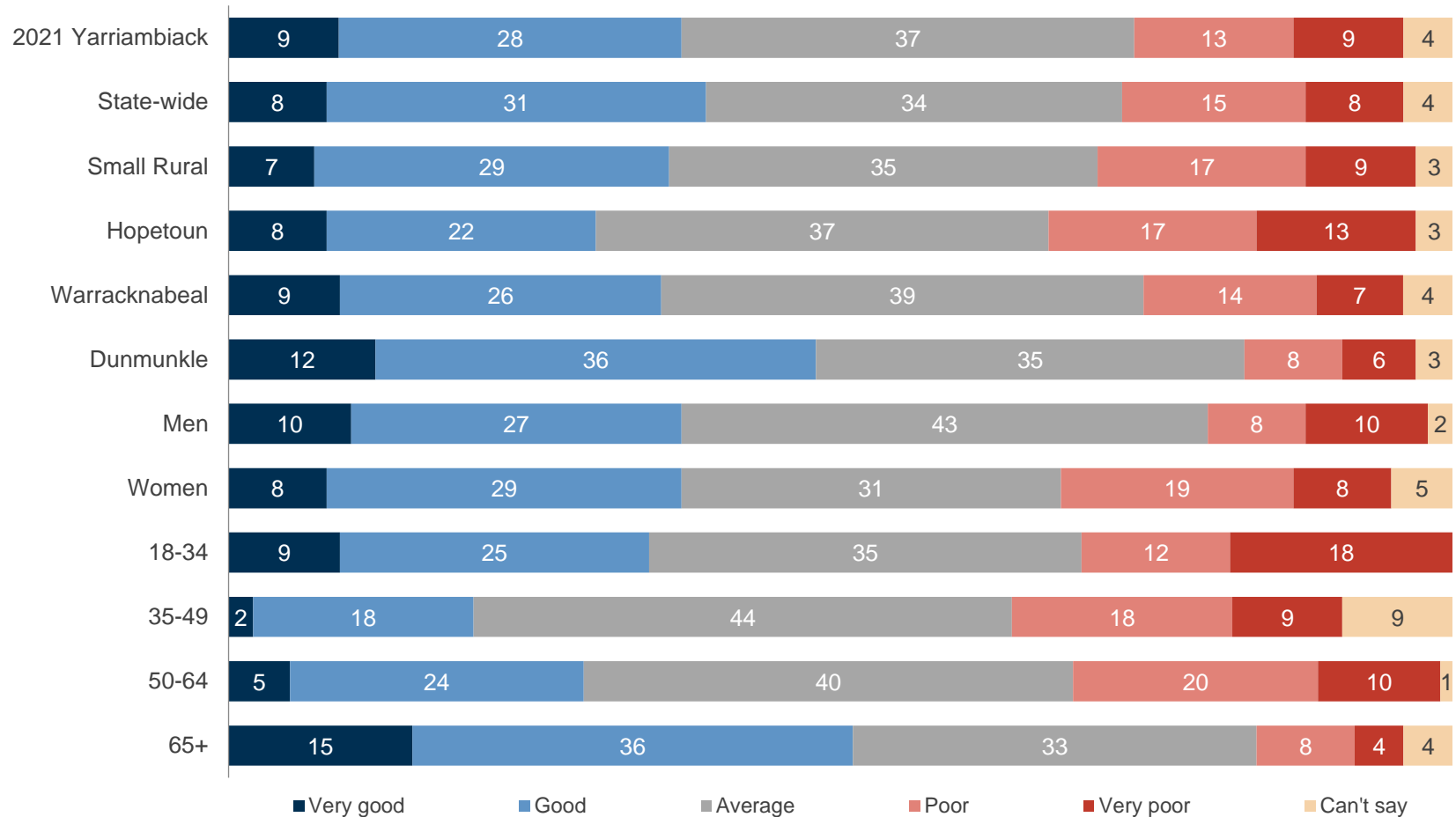
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

Note: Please see Appendix A for explanation of significant differences.



Value for money in services and infrastructure

2021 value for money (%)



Q3b. How would you rate Yarriambiack Shire Council at providing good value for money in infrastructure and services provided to your community?

Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19



Top performing service areas

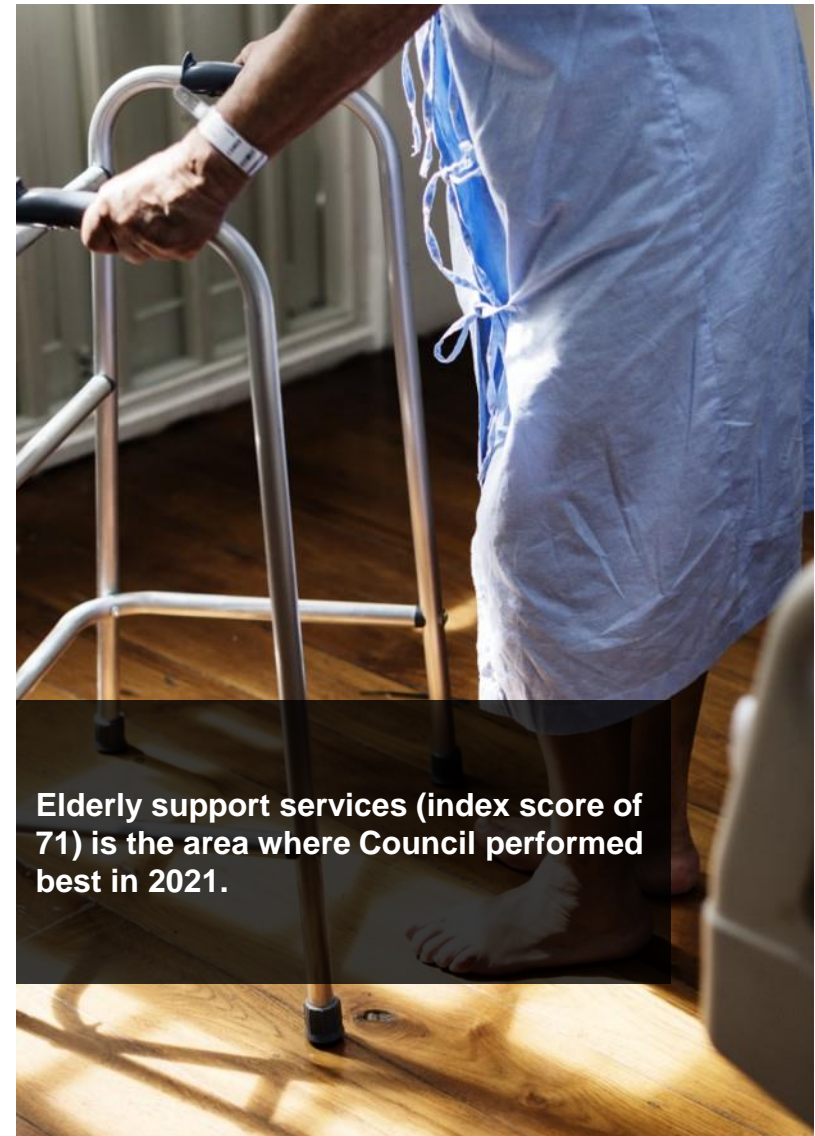
Elderly support services (index score of 71) is the area where Council performed best in 2021.

- Council performs in line with the Small Rural and State-wide group averages in this service area.
- Those aged 35 to 49 years old and residents in the Warracknabeal area rate performance in this area significantly higher than the Council average.
- In contrast, the next age bracket up of 50 to 64 year olds and those in the Hopetoun area are more critical – rating elderly support services significantly lower.

Recreational facilities is Council's next highest rated service area (index score of 70).

- Here too, Council performs in line with the Small Rural and State-wide group average in this service area, even though both groups have significantly improved over the past year.
- Positively, recreational facilities is one of the stronger influences on the overall performance rating and so Council should endeavor to maintain this result.

Looking at those services areas that have been evaluated over time, Council's most improved measures this year are the related areas of consultation and engagement (61) and community decisions (61) – having both increased by three index points this year after significantly declining in 2020.



Elderly support services (index score of 71) is the area where Council performed best in 2021.



Low performing service areas



Council rates lowest in the area of sealed local roads (index score of 39).

- This is the only area to have declined over the past year (down one point, not significant), but is against a backdrop of significant improvement in both the Small Rural group and State-wide.
- It is also the only area where Council's performance is rated significantly lower than both the Small Rural and State-wide group averages.
- Though Dunmunkle residents rate sealed local roads poorly (index score of 46), they are less critical than other demographic and geographic cohorts, rating performance in this area significantly higher than average. This suggests roads in their area may be in slightly better condition than others.
- Residents aged 65 years have similar views (also with an index score of 46) and rate performance here significantly higher.
- Hopetoun residents rate Council's performance in this area lower than ever this year (35).
- The condition of sealed local roads has a more moderate influence on the overall performance rating compared to other service areas, so improving perceptions here should be a priority.



Individual service area performance

2021 individual service area performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Elderly support services	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Recreational facilities	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Waste management	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bus/community dev./tourism	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Consultation & engagement	62	59	63	62	60	60	63	67	66	63
Community decisions	61	58	63	61	61	59	63	n/a	n/a	n/a
Lobbying	58	58	58	59	59	57	61	65	64	60
Sealed local roads	39	40	42	38	38	35	38	n/a	n/a	n/a

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?

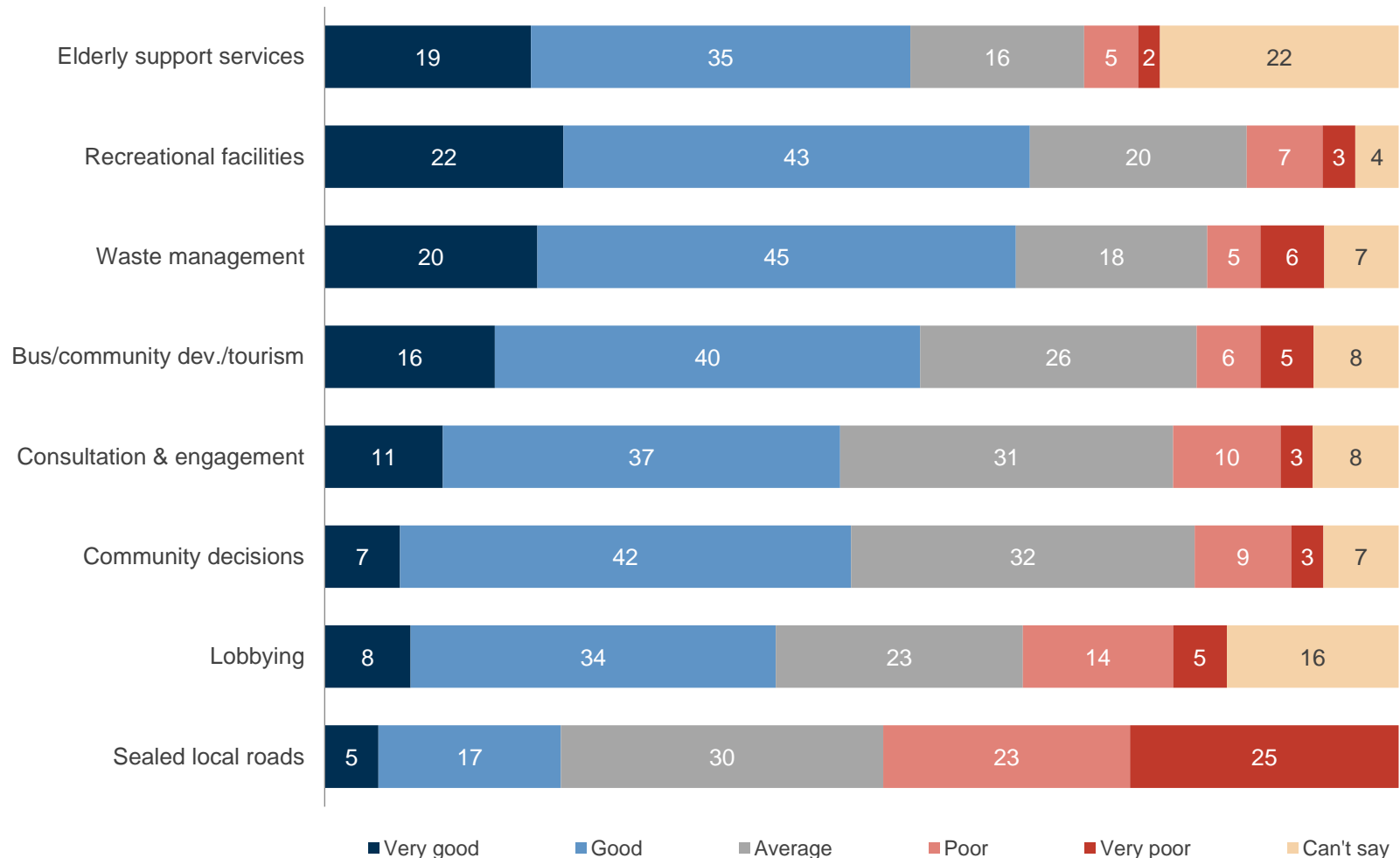
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

Note: Please see Appendix A for explanation of significant differences.



Individual service area performance

2021 individual service area performance (%)





Influences on perceptions of overall performance

The individual service area that has the strongest influence on the overall performance rating (based on regression analysis) is:

- Decisions made in the interest of the community.

Good communication and transparency with residents about decisions Council has made in the community's interest provides the greatest opportunity to drive up overall opinion of Council's performance.

Following on from that, other individual service areas with a more moderate influence on the overall performance rating are:

- Recreational facilities
- The condition of sealed local roads
- Community consultation and engagement
- Lobbying on behalf of the community
- Elderly support services.

Looking at these key service areas only, elderly support services and recreational facilities have a high performance index (71 and 70 respectively) and a moderate influence on the overall performance rating. Maintaining these positive results should remain a focus but there is greater work to be done elsewhere.

Council is performing relatively less well on community consultation and engagement and on lobbying (performance index score of 62 and 58 respectively).

Consulting with residents on key local issues and demonstrating Council efforts to advocate on their behalf can also help to shore up positive opinion of Council.

However, most in need of Council attention is the condition of sealed local roads, which are poorly rated (performance index score of 39) and a moderate influence on overall community opinion.

It will be important to attend to resident concerns about the sealed local road network to help improve overall ratings of Council performance.



Regression analysis explained

We use regression analysis to investigate which individual service areas, such as community consultation, condition of sealed local roads, etc. (the independent variables) are influencing respondent perceptions of overall council performance (the dependent variable).

In the charts that follow:

- The horizontal axis represents the council performance index for each individual service. Service areas appearing on the right-side of the chart have a higher performance index than those on the left.
- The vertical axis represents the Standardised Beta Coefficient from the multiple regression performed. This measures the contribution of each service area to the model. Service areas near the top of the chart have a greater positive effect on overall performance ratings than service areas located closer to the axis.

The regressions are shown on the following two charts.

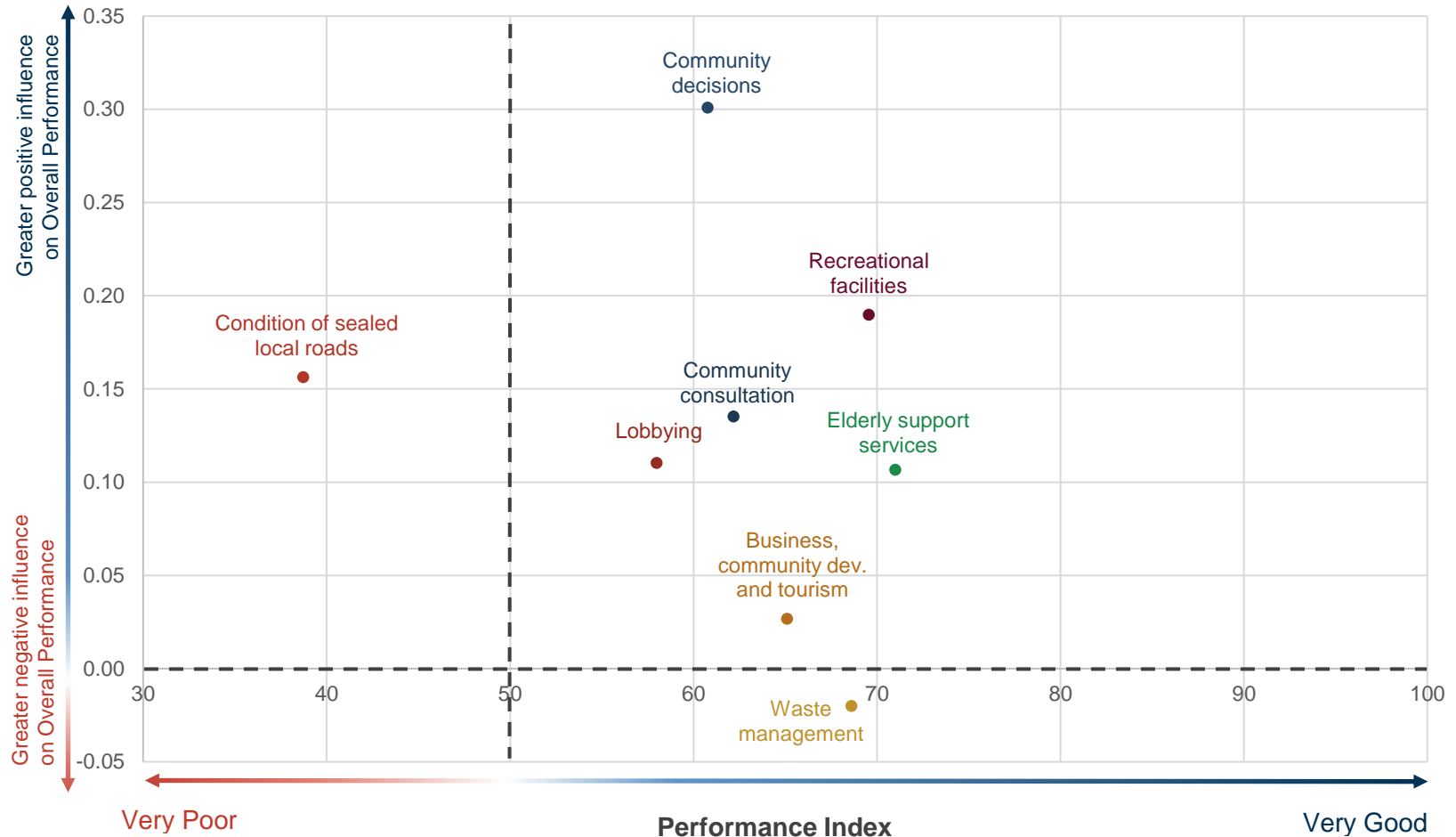
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service areas with a weaker influence on overall performance (i.e. a low Standardised Beta Coefficient) have been excluded from the analysis.

Key insights from this analysis are derived from the second chart.



Influence on overall performance: all service areas

2021 regression analysis (all service areas)

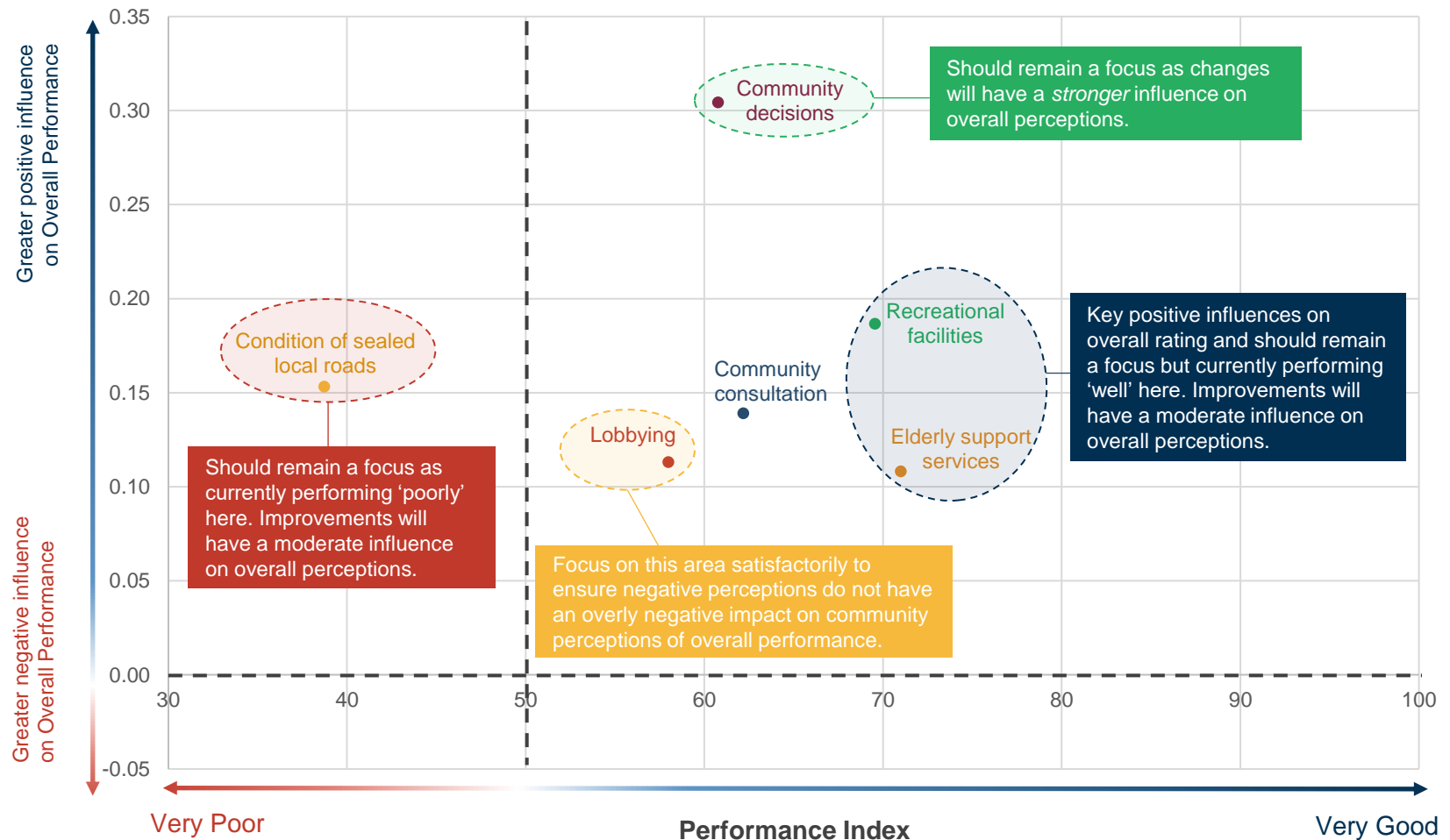


The multiple regression analysis model above (all service areas) has an R^2 value of 0.541 and adjusted R^2 value of 0.532, which means that 54% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 57.71$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



Influence on overall performance: key service areas

2021 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.541 and adjusted R^2 value of 0.534, which means that 54% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 77.07$.



Customer service



Contact with council and customer service

Contact with council

Three in five Council residents (60%) have had contact with Council in the last 12 months. Rate of contact is two percentage points less than last year.

- Those aged 35 to 49 years had the most contact with Council this year (80%) which has also been typical of this cohort in the past.
- Rate of contact among both 35 to 49 year olds and the next age bracket up of 50 to 64 years olds (73%) is significantly higher compared to average.



Among those residents who have had contact with Council, 77% provide a positive customer service rating of 'very good' or 'good', including 33% of residents who rate Council's customer service as 'very good'.

Customer service

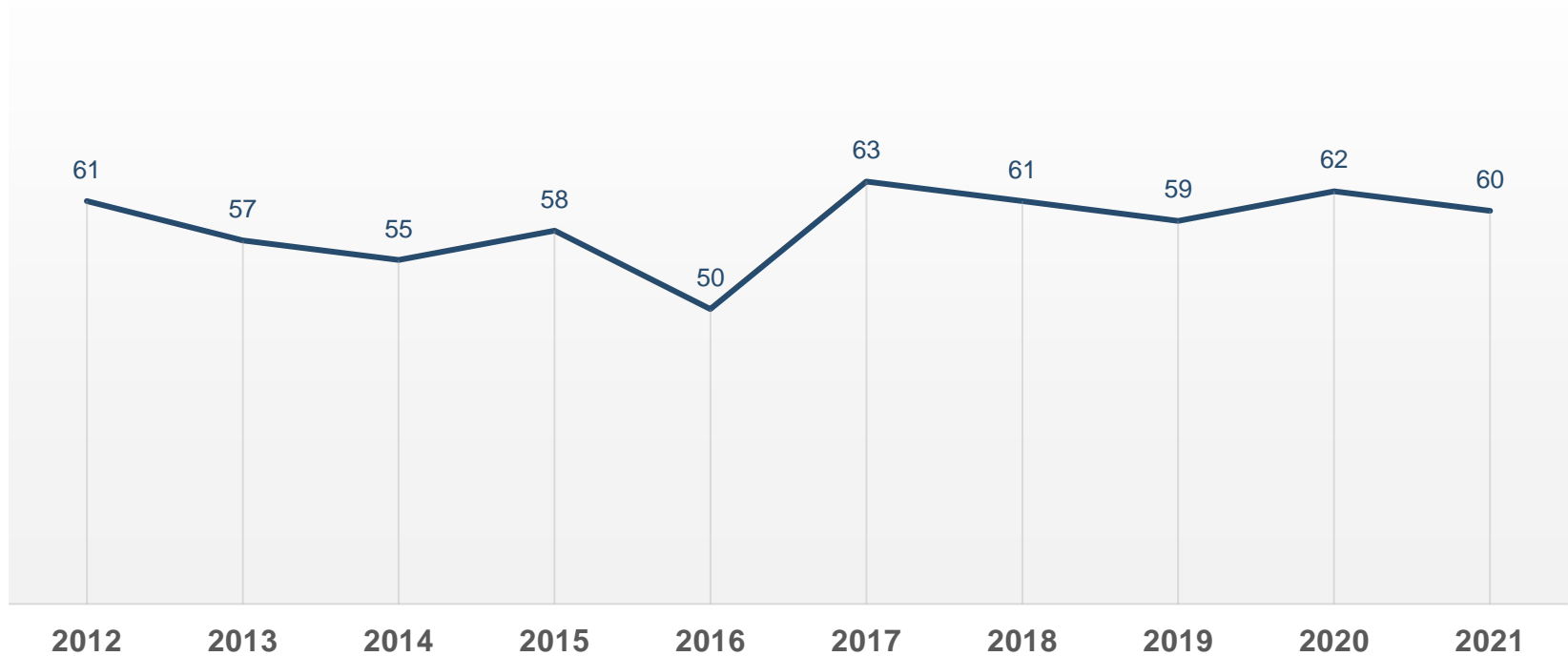
Council's customer service index of 75 is a two-point increase on the 2020 result, continuing a multi-year trend of improvement over the past three years.

- Customer service ratings are now at their highest point to date.
- The increase in Council's customer service rating can largely be attributed to residents of Dunmunkle, whose perceptions improved significantly (by ten index points) over the past year returning to their peak rating of 76 seen once before in 2015.
- Council's customer service is now rated significantly higher than the State-wide and Small Rural group averages (index scores of 70 and 69 respectively).
- Despite more positive views this year, it is worth noting that ratings tend to be higher among those who have had less contact with Council. Conversely, those who have had the most contact tend to rate Council lower on their customer service performance.



Contact with council

2021 contact with council (%)
Have had contact



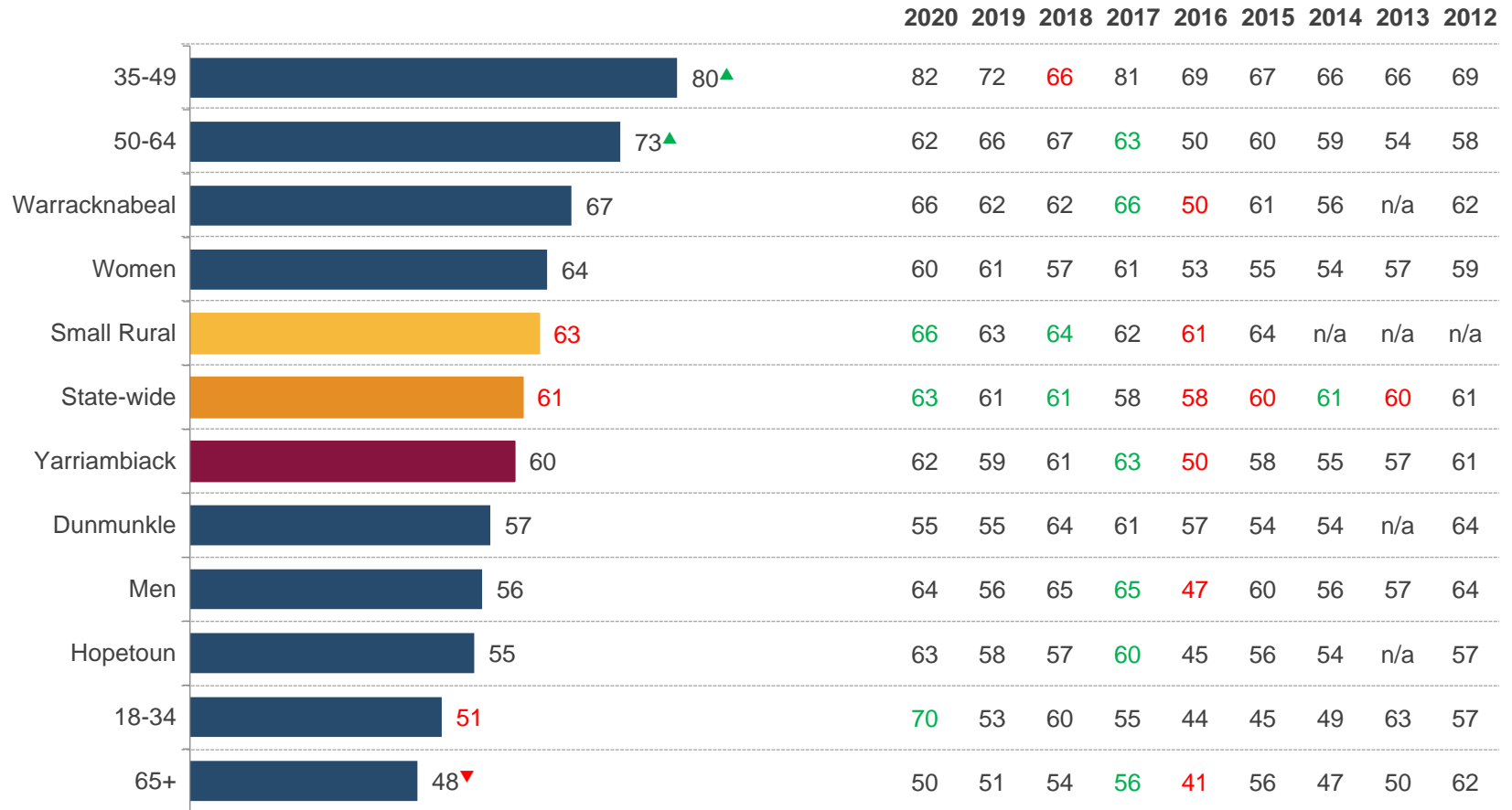
Q5. Over the last 12 months, have you or any member of your household had any contact with Yarriambiack Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked state-wide: 39 Councils asked group: 15



Contact with council

2021 contact with council (%)



Q5. Over the last 12 months, have you or any member of your household had any contact with Yarriambiack Shire Council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

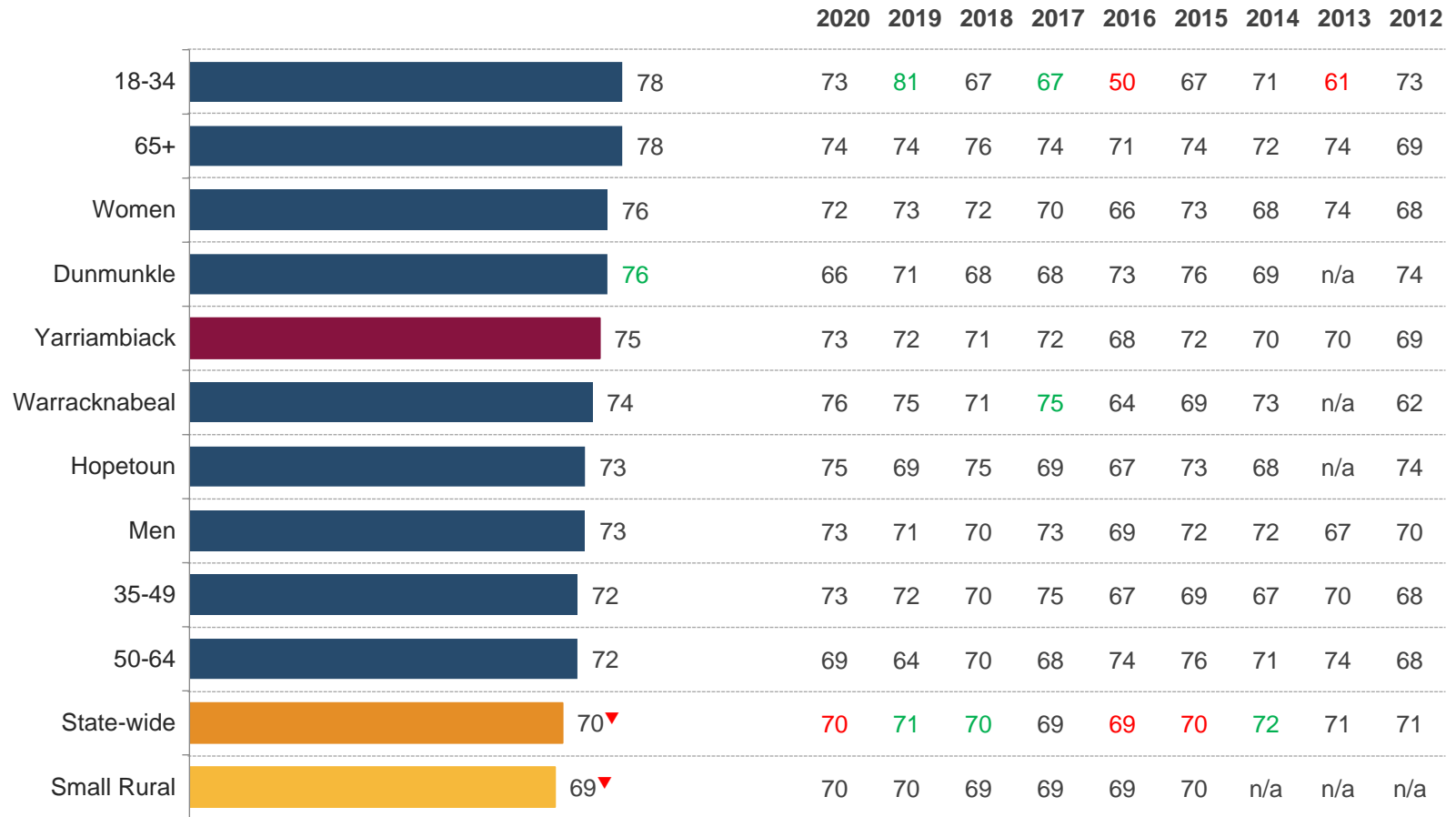
Base: All respondents. Councils asked state-wide: 39 Councils asked group: 15

Note: Please see Appendix A for explanation of significant differences.



Customer service rating

2021 customer service rating (index scores)



Q5c. Thinking of the most recent contact, how would you rate Yarriambiack Shire Council for customer service?

Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

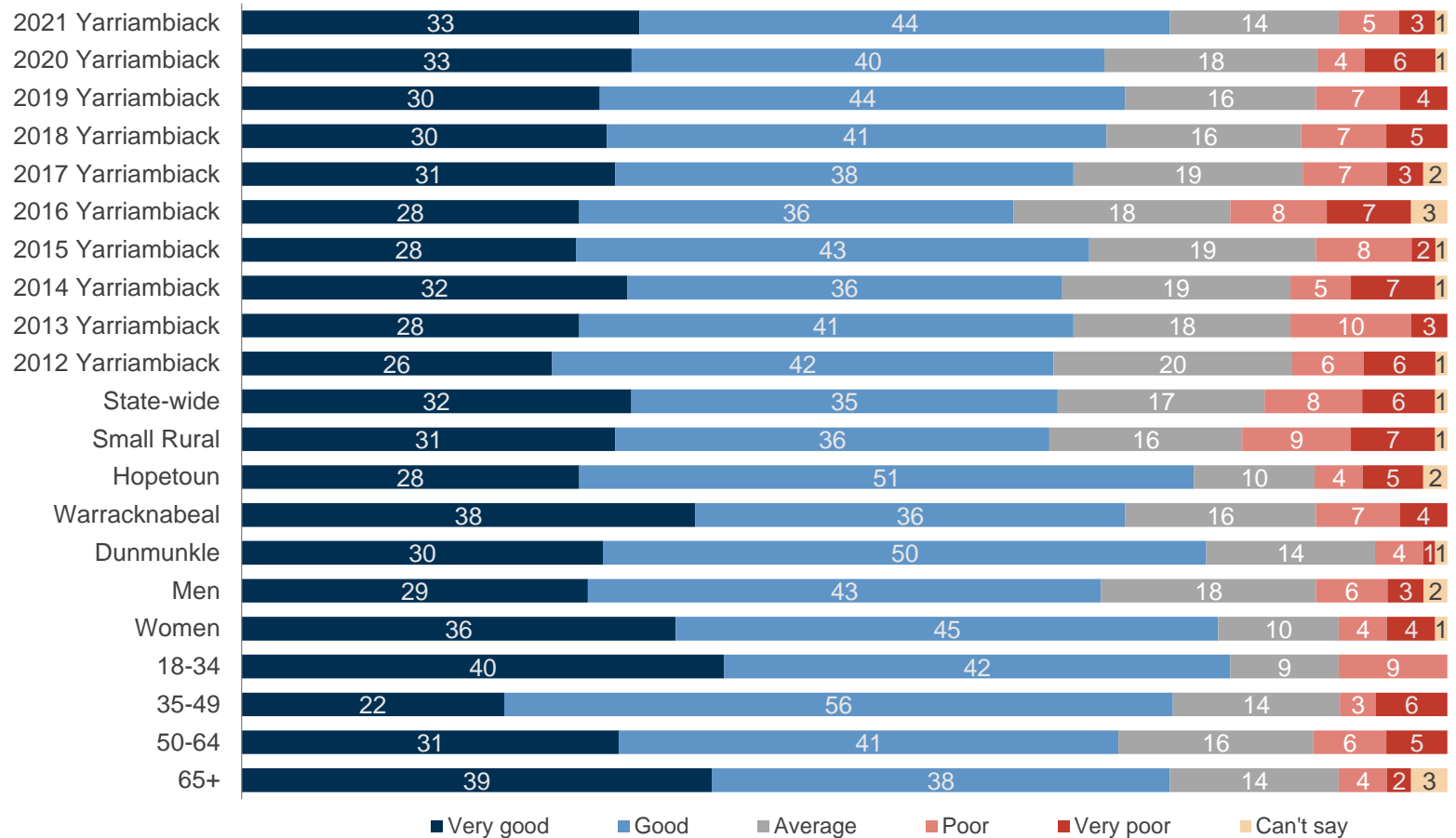
Councils asked state-wide: 66 Councils asked group: 19

Note: Please see Appendix A for explanation of significant differences.



Customer service rating

2021 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Yarriambiack Shire Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked state-wide: 66 Councils asked group: 19



Council direction

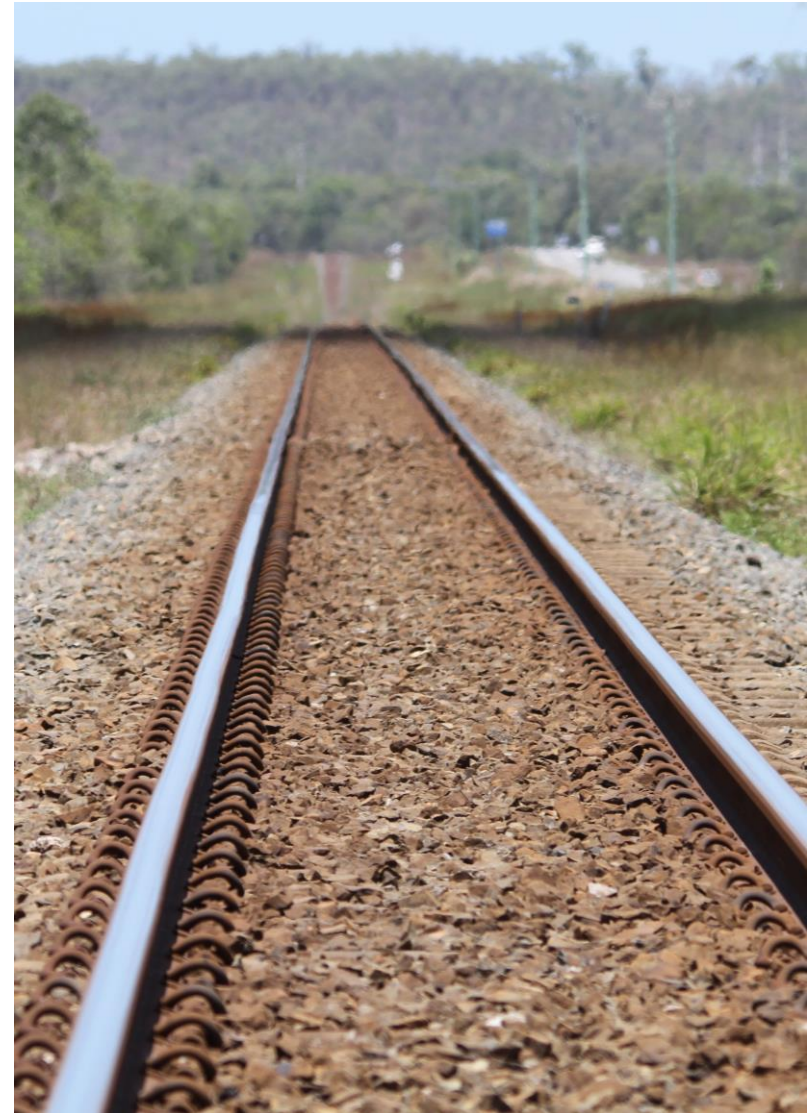


Council direction

Over the last 12 months, 63% believe the direction of Council's overall performance has stayed the same, up nine percentage points on 2020.

- 20% believe the direction has improved (down four points on 2020) in the last 12 months.
- 12% believe it has deteriorated, down six points on 2020.
- The most satisfied with Council direction are residents aged 65 years and over and Warracknabeal residents – significantly more so compared to the Council average.
- The least satisfied with Council direction are those aged 18 to 34 years, Hopetoun residents, and those aged 50 to 64 years. Ratings of Council's perceived overall direction among these groups are significantly lower than average.

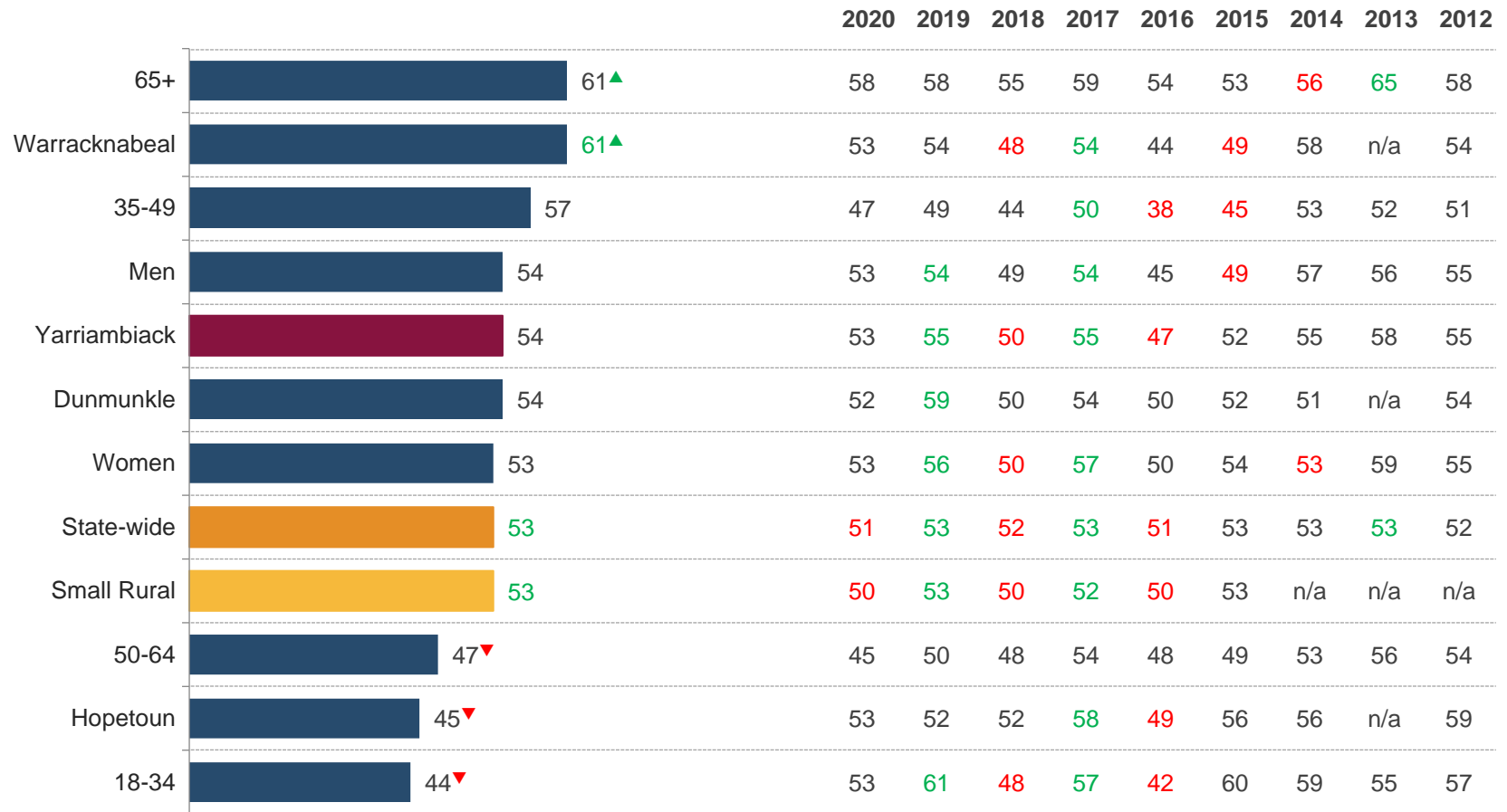
In the past, Council's overall direction index score has fluctuated significantly, whereas this year it remains relatively stable increasing by one index point to 54.





Overall council direction last 12 months

2021 overall council direction (index scores)



Q6. Over the last 12 months, what is your view of the direction of Yarriambiack Shire Council's overall performance?

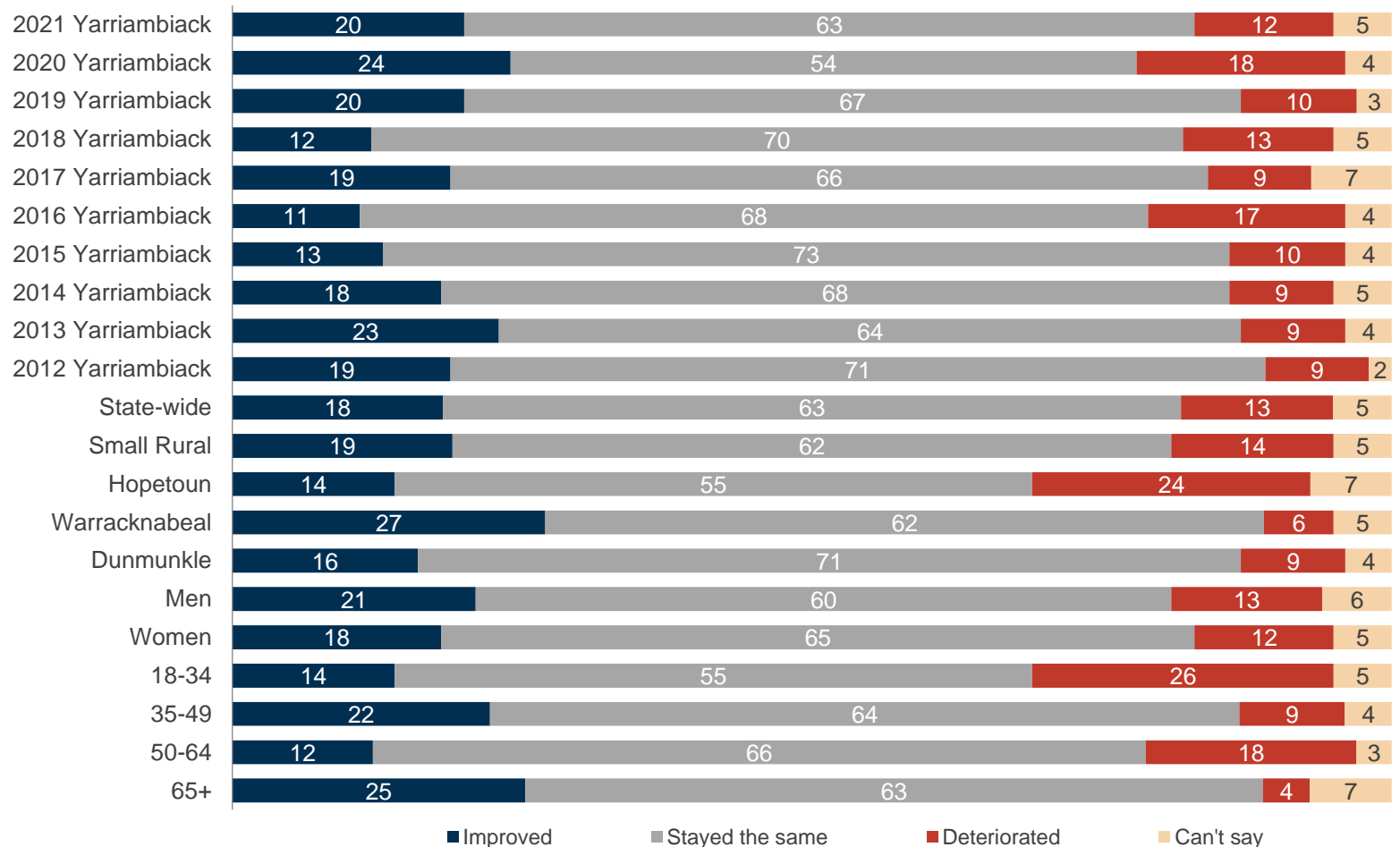
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

Note: Please see Appendix A for explanation of significant differences.



Overall council direction last 12 months

2021 overall council direction (%)



A large, dark blue, stylized letter 'W' graphic that spans the right side of the slide. It has a glowing, network-like pattern of white lines and nodes within its structure, resembling a map or a data network.

Individual service areas



Community consultation and engagement performance



2021 consultation and engagement performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Dunmunkle	67▲	57	64	62	58	64	63	68	n/a	62
65+	64	62	67	67	62	64	67	67	71	65
Men	64	59	61	62	60	58	61	68	63	63
35-49	64	57	56	56	55	55	59	65	63	62
Warracknabeal	63	56	60	60	61	53	61	68	n/a	62
Yarriambiack	62	59	63	62	60	60	63	67	66	63
18-34	62	59	63	61	62	54	62	75	64	68
Women	60	58	65	62	60	61	64	66	68	62
50-64	58	53	61	60	59	60	60	64	63	58
Hopetoun	56▼	63	65	65	61	62	67	66	n/a	65
Small Rural	56▼	54	56	54	55	55	56	n/a	n/a	n/a
State-wide	56▼	55	56	55	55	54	56	57	57	57

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?

Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

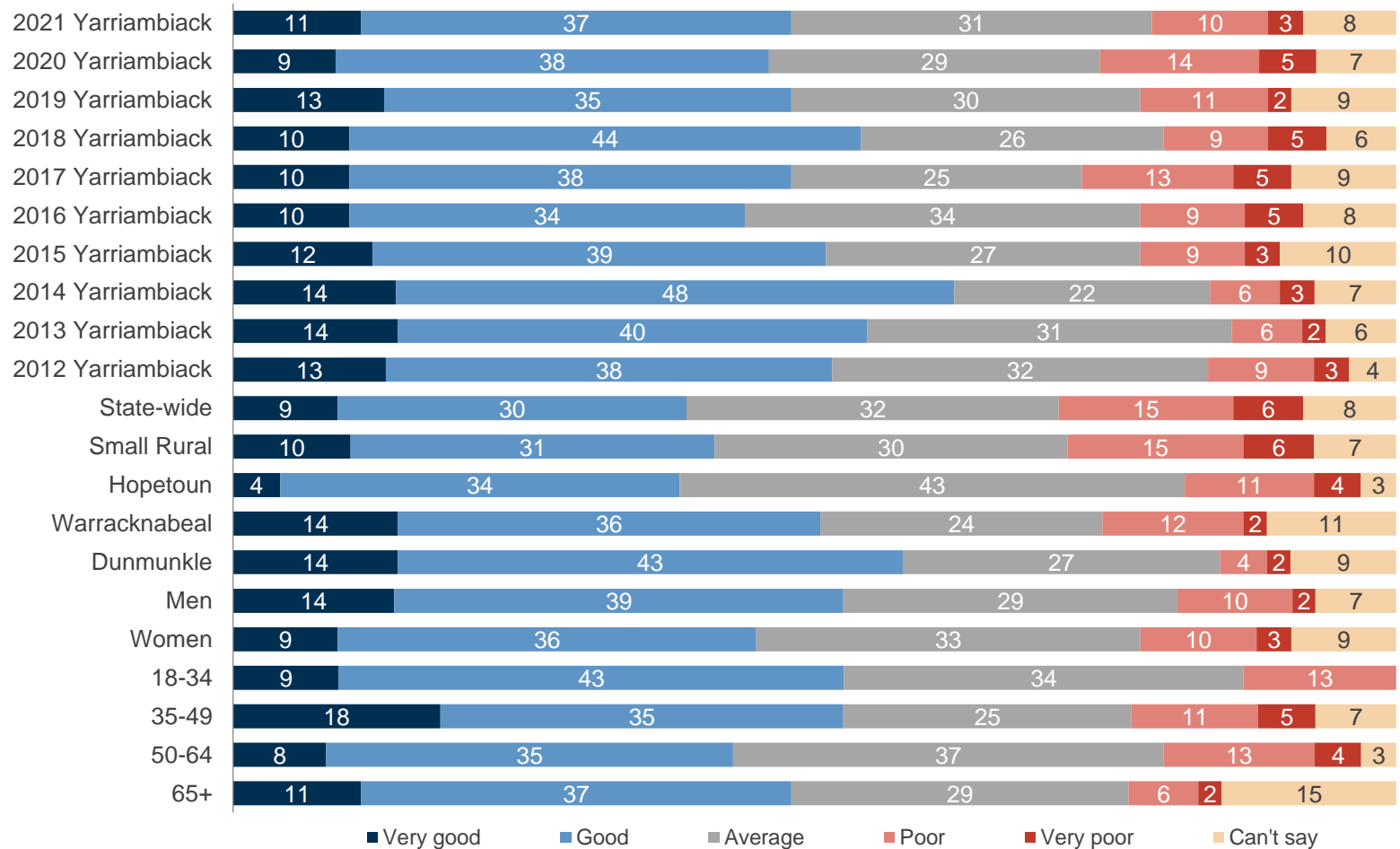
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2021 consultation and engagement performance (%)





Lobbying on behalf of the community performance



2021 lobbying performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	64▲	60	64	62	61	60	65	65	70	62
Dunmunkle	63▲	56	60	56	56	58	60	63	n/a	58
Warracknabeal	60	59	57	56	61	53	61	67	n/a	61
Men	60	59	56	58	62	54	61	65	63	60
35-49	59	57	54	51	58	53	58	64	63	60
Yarriambiack	58	58	58	59	59	57	61	65	64	60
Women	56	57	59	60	57	59	62	65	65	60
50-64	56	54	59	58	58	58	59	62	59	56
Small Rural	55▼	52	55	53	55	54	56	n/a	n/a	n/a
State-wide	55▼	53	54	54	54	53	55	56	55	55
Hopetoun	51▼	60	57	65	60	59	62	64	n/a	61
18-34	48▼	59	47	63	61	53	60	71	64	63

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?

Base: All respondents. Councils asked state-wide: 51 Councils asked group: 13

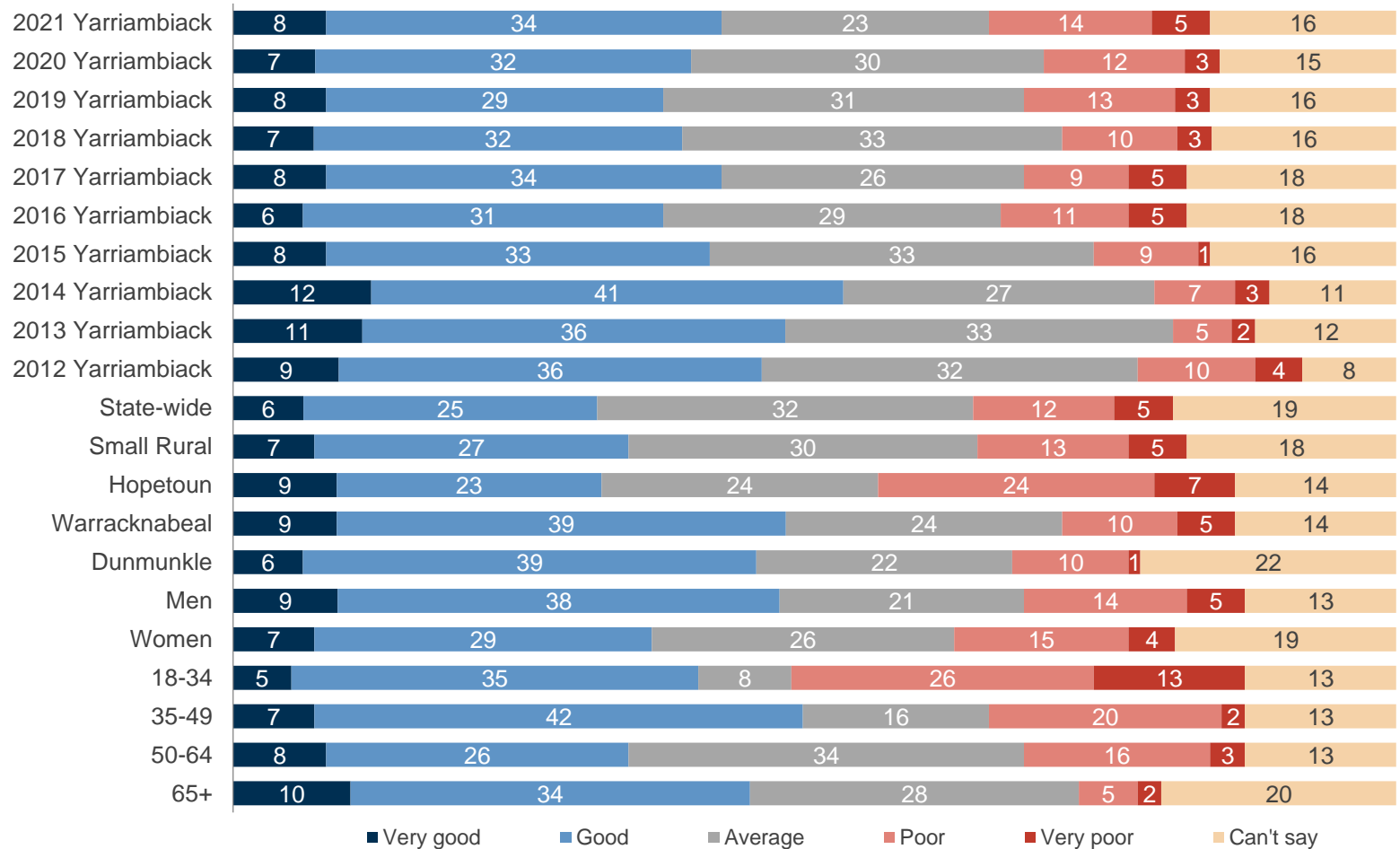
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2021 lobbying performance (%)



Decisions made in the interest of the community performance



2021 community decisions made performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Warracknabeal	64	57	64	60	62	56	61	n/a	n/a	n/a
65+	63	62	68	66	64	63	65	n/a	n/a	n/a
Dunmunkle	63	56	66	61	56	62	61	n/a	n/a	n/a
Men	62	58	60	62	61	58	63	n/a	n/a	n/a
18-34	62	61	64	55	59	58	64	n/a	n/a	n/a
Yarriambiack	61	58	63	61	61	59	63	n/a	n/a	n/a
Women	59	59	66	61	60	60	63	n/a	n/a	n/a
35-49	58	56	57	59	56	56	62	n/a	n/a	n/a
50-64	57	50	60	61	61	58	59	n/a	n/a	n/a
Small Rural	56▼	53	55	52	55	53	56	n/a	n/a	n/a
State-wide	56▼	53	55	54	54	54	55	57	n/a	n/a
Hopetoun	55▼	61	60	64	64	60	69	n/a	n/a	n/a

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?

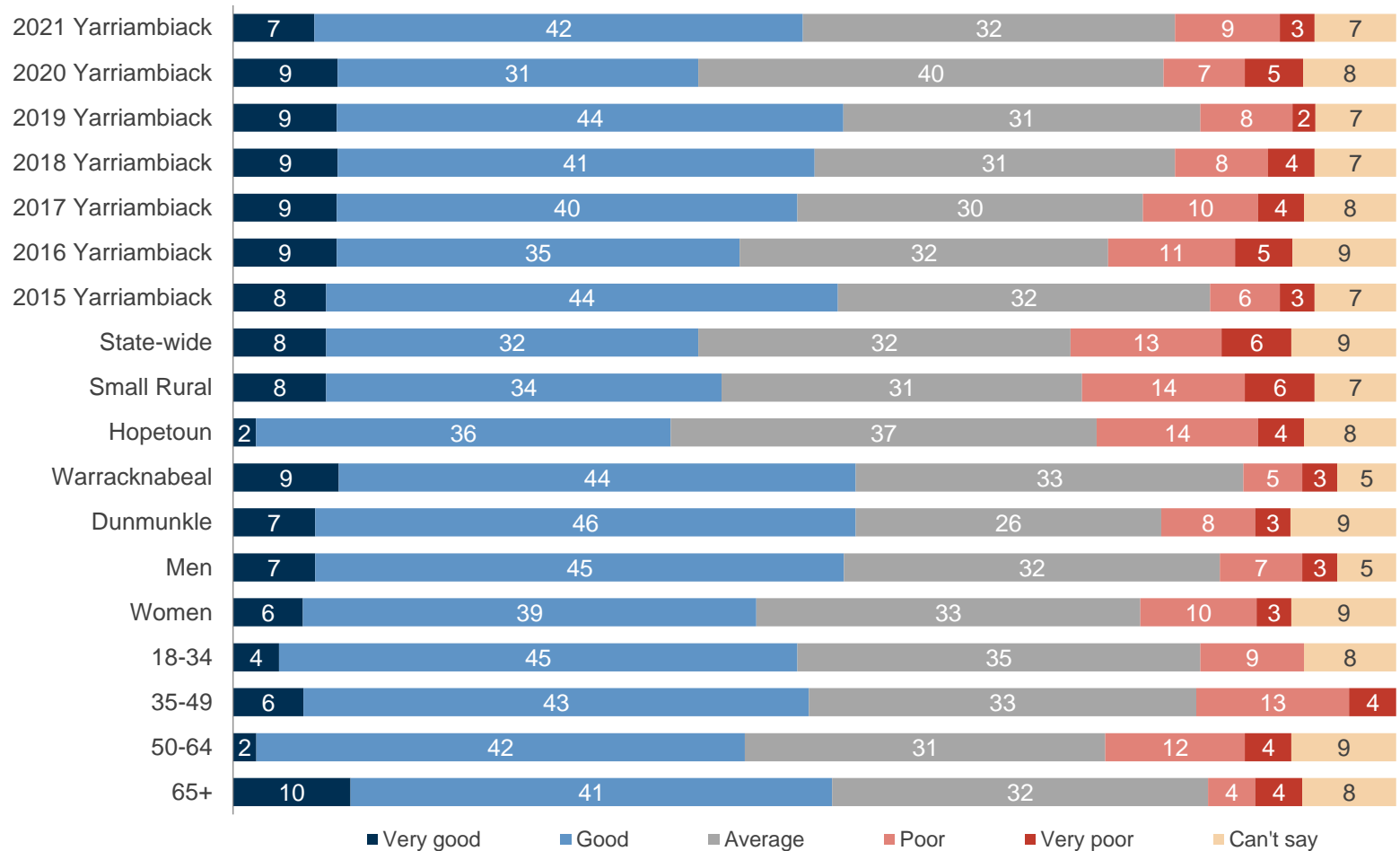
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance



2021 community decisions made performance (%)



The condition of sealed local roads in your area performance



2021 sealed local roads performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	57▲	54	56	53	53	54	55	55	n/a	n/a
Small Rural	53▲	51	53	49	50	52	52	n/a	n/a	n/a
Dunmunkle	46▲	42	41	38	37	34	37	n/a	n/a	n/a
65+	46▲	44	51	43	42	42	46	n/a	n/a	n/a
Men	40	43	42	43	41	35	37	n/a	n/a	n/a
Yarriambiack	39	40	42	38	38	35	38	n/a	n/a	n/a
Women	37	36	42	33	35	36	40	n/a	n/a	n/a
Warracknabeal	37	35	43	36	36	32	35	n/a	n/a	n/a
18-34	35	37	38	37	32	29	33	n/a	n/a	n/a
Hopetoun	35	42	42	40	43	40	46	n/a	n/a	n/a
35-49	34	40	31	35	32	29	26	n/a	n/a	n/a
50-64	33	32	38	34	40	35	40	n/a	n/a	n/a

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?

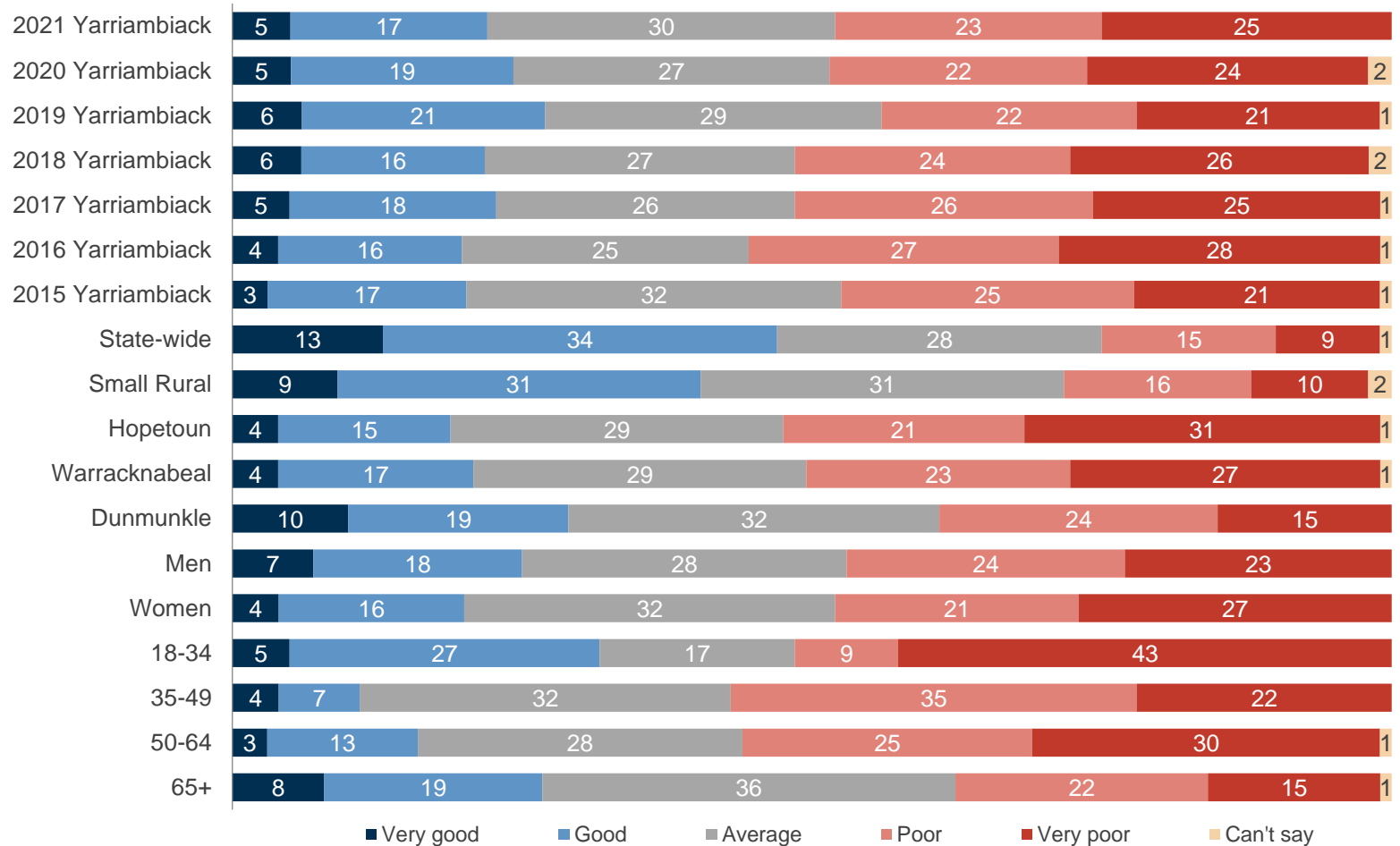
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance



2021 sealed local roads performance (%)

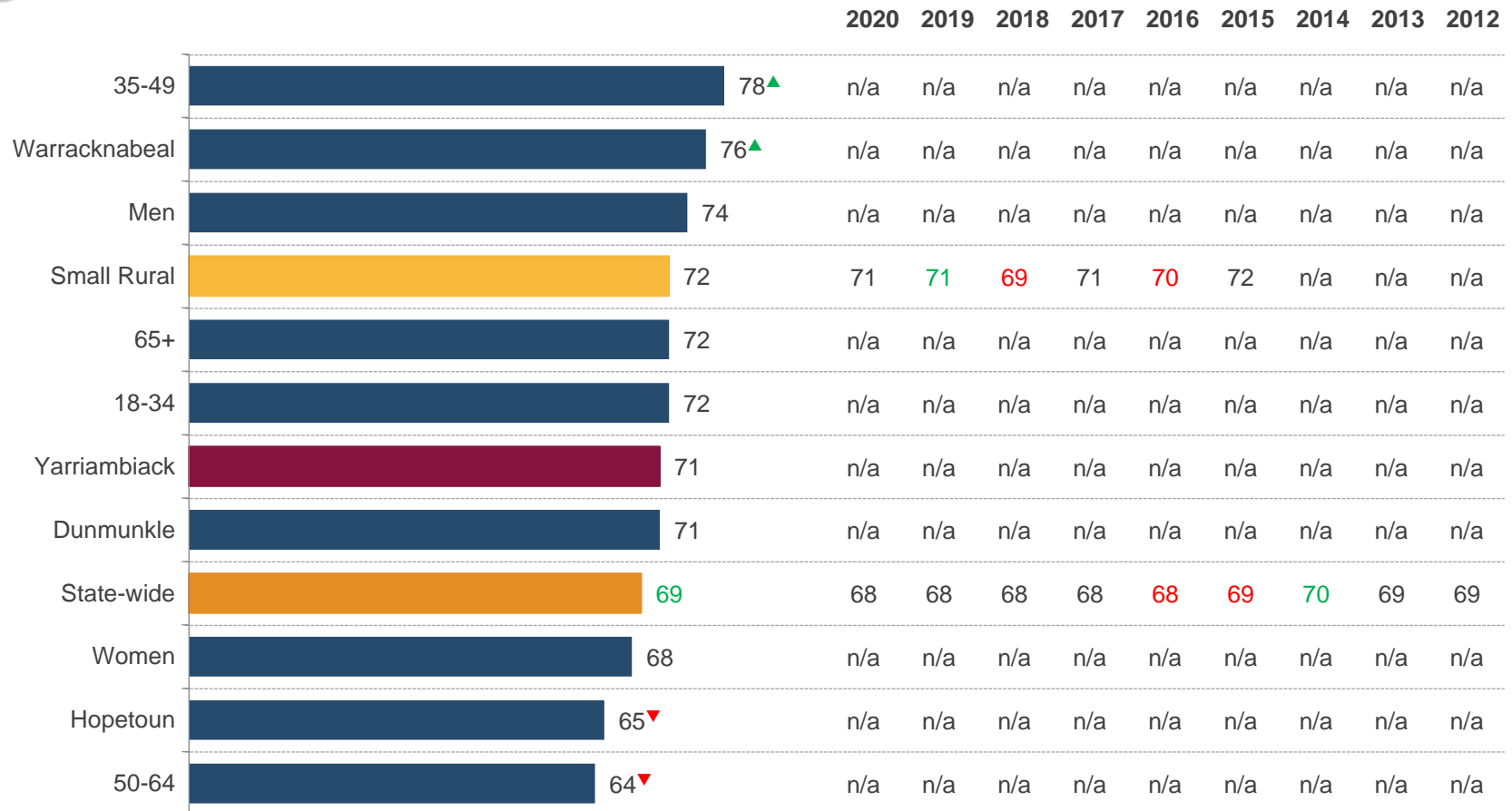




Elderly support services performance



2021 elderly support performance (index scores)



Q2. How has Council performed on 'Elderly support services' over the last 12 months?

Base: All respondents. Councils asked state-wide: 32 Councils asked group: 11

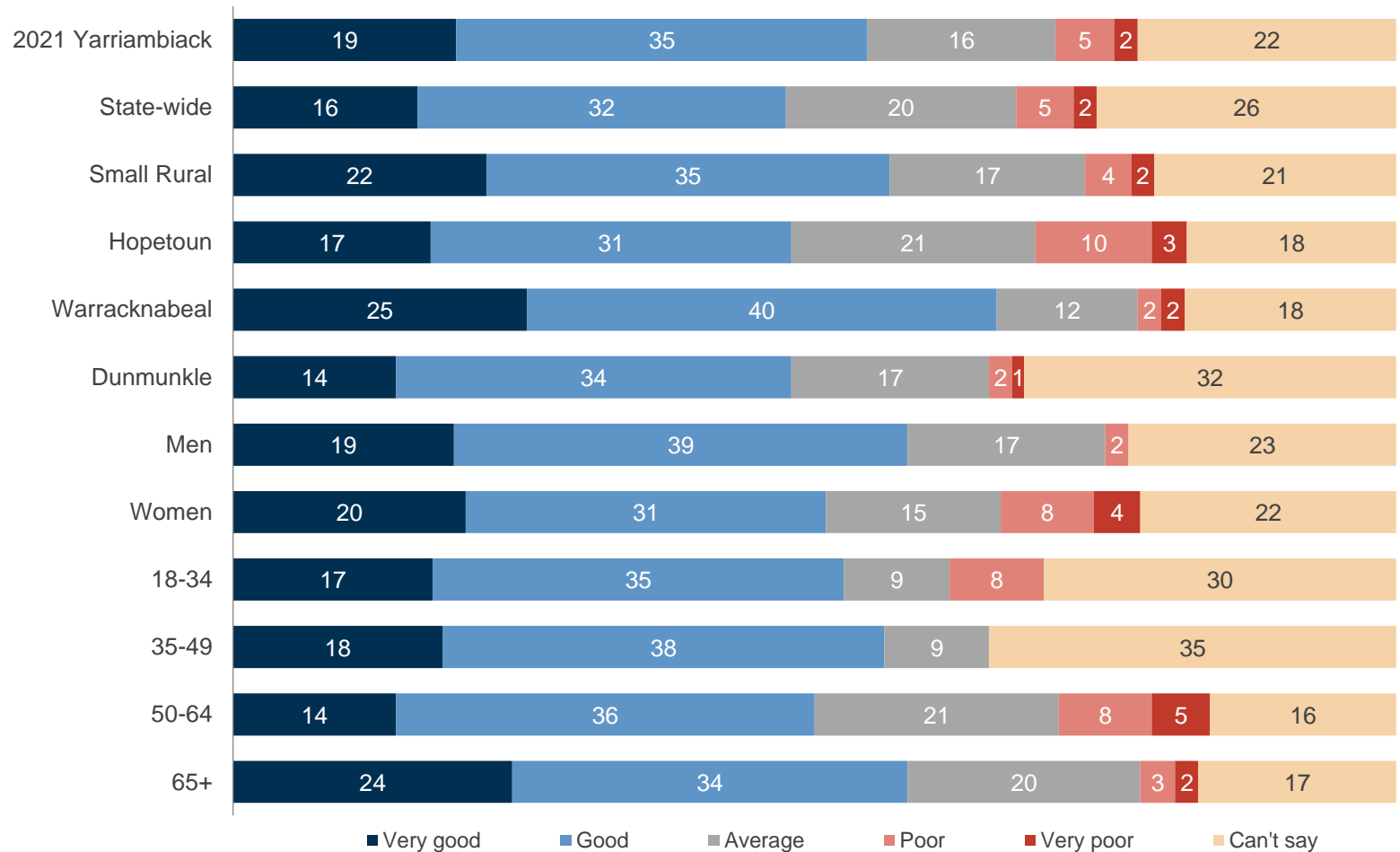
Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2021 elderly support performance (%)





Recreational facilities performance



2021 recreational facilities performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Dunmunkle	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Warracknabeal	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	71	70	70	69	70	69	70	71	70	70
Men	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Yarriambiack	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	69	68	68	69	69	68	70	n/a	n/a	n/a
Women	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hopetoun	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?

Base: All respondents. Councils asked state-wide: 42 Councils asked group: 13

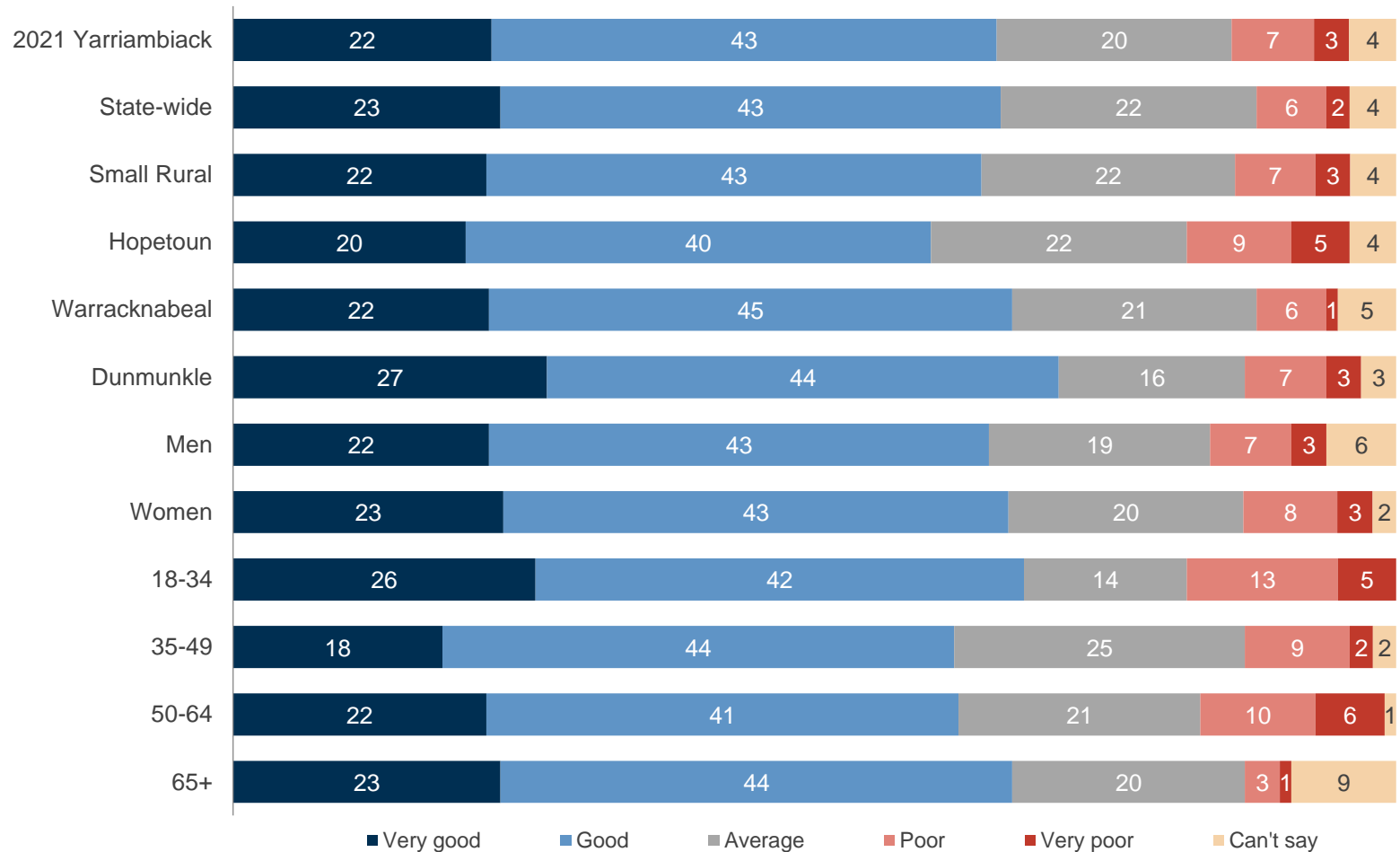
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2021 recreational facilities performance (%)





Waste management performance



2021 waste management performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	75▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Dunmunkle	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	69	65	68	70	71	70	72	73	71	72
Yarriambiack	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	68	64	66	69	70	69	71	n/a	n/a	n/a
Warracknabeal	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hopetoun	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Waste management' over the last 12 months?

Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

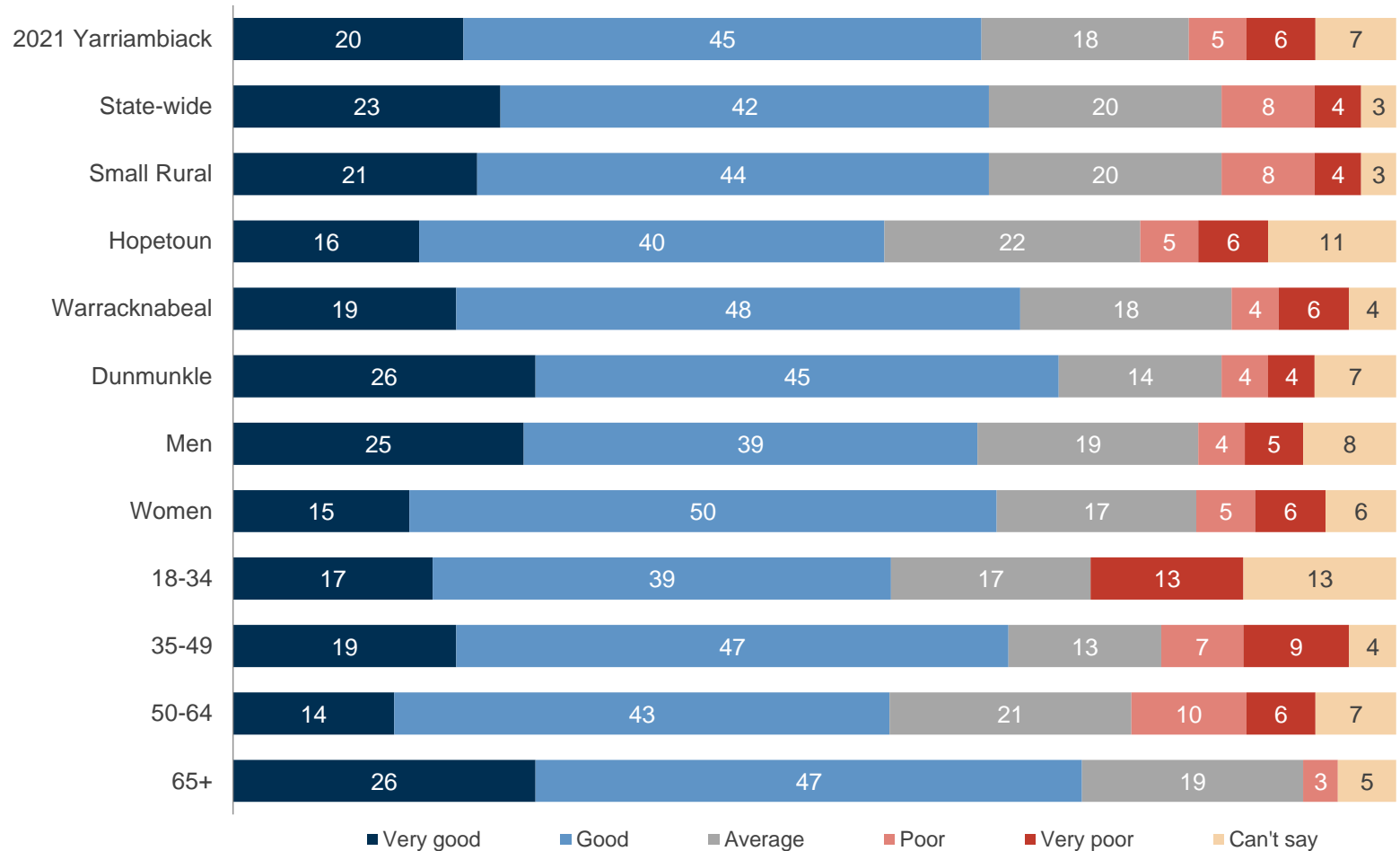
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2021 waste management performance (%)



Business and community development and tourism performance



2021 business/development/tourism performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Dunmunkle	71 ▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Yarriambiack	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hopetoun	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	62 ▼	58	59	59	64	61	63	n/a	n/a	n/a
Warracknabeal	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	61 ▼	59	61	60	61	60	61	62	62	62

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?

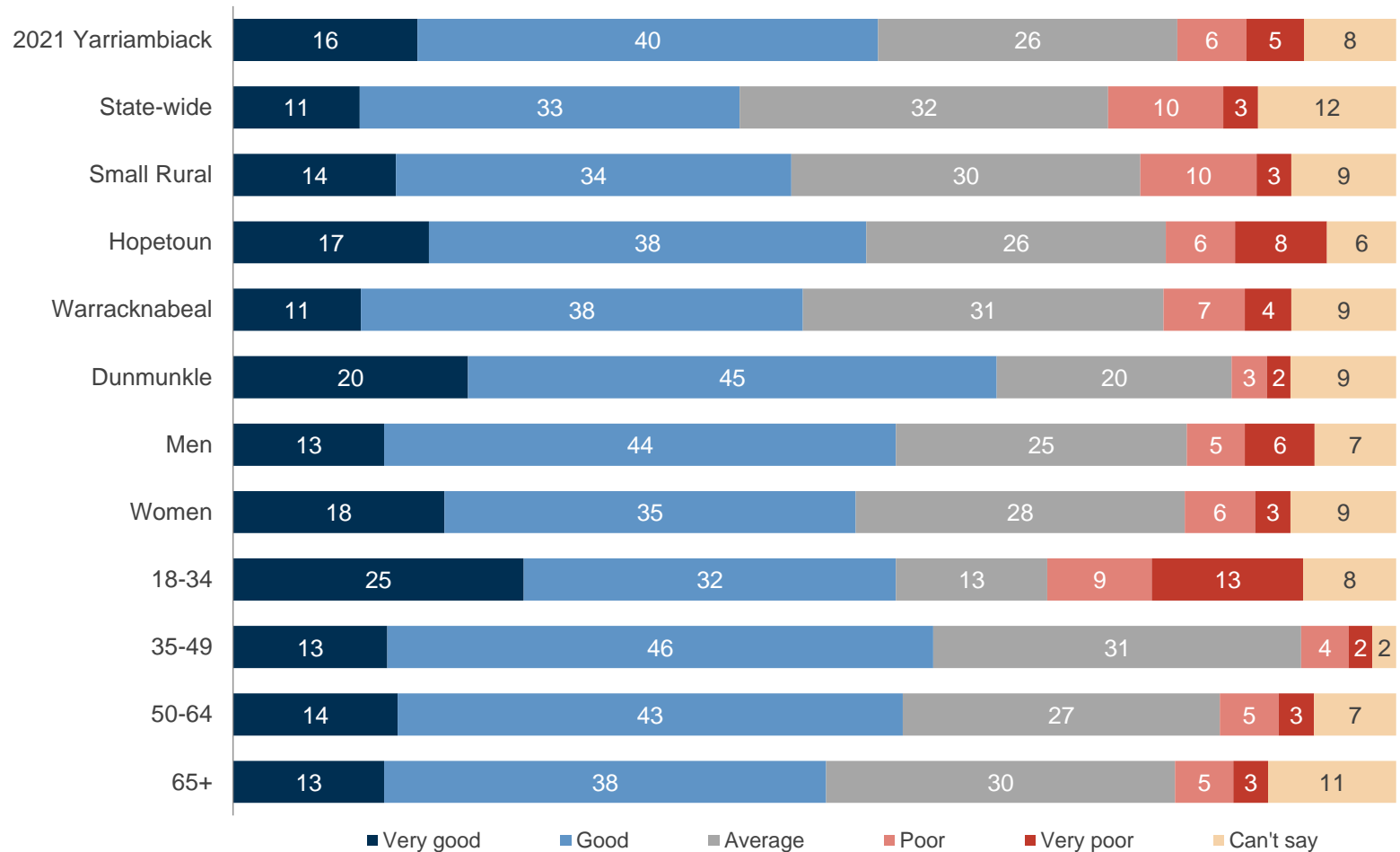
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 8

Note: Please see Appendix A for explanation of significant differences.

Business and community development and tourism performance



2021 business/development/tourism performance (%)



A large, stylized, dark blue 'W' graphic that spans the right side of the page. Inside the 'W', there is a blurred, high-angle photograph of a crowd of people, possibly at a sporting event or a public gathering. The people are wearing various clothing, and some are holding up phones or cameras.

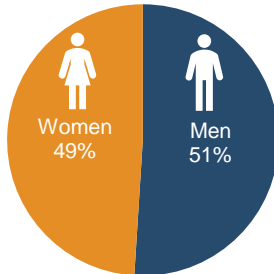
Detailed demographics



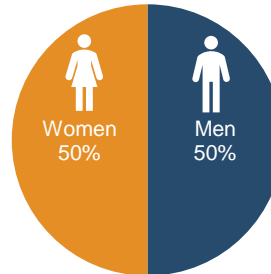
Gender and age profile

2021 gender

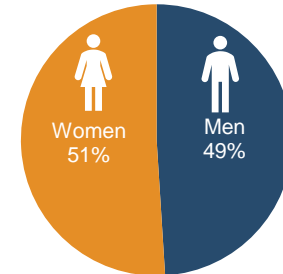
Yarriambiack



Small Rural

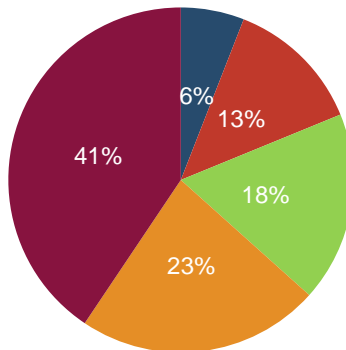


State-wide

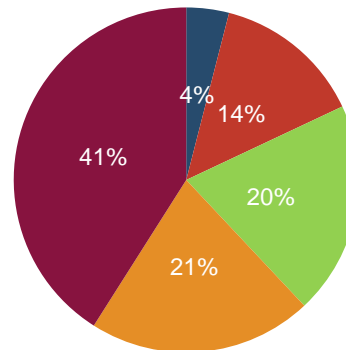


2021 age

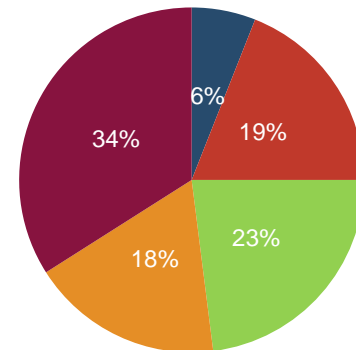
Yarriambiack



Small Rural



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+


■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?

Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.



Appendix A: Index scores, margins of error and significant differences



Appendix A: Index Scores

Index Scores

Many questions ask respondents to rate council performance on a five-point scale, for example, from 'very good' to 'very poor', with 'can't say' also a possible response category. To facilitate ease of reporting and comparison of results over time, starting from the 2012 survey and measured against the state-wide result and the council group, an 'Index Score' has been calculated for such measures.

The Index Score is calculated and represented as a score out of 100 (on a 0 to 100 scale), with 'can't say' responses excluded from the analysis. The '% RESULT' for each scale category is multiplied by the 'INDEX FACTOR'. This produces an 'INDEX VALUE' for each category, which are then summed to produce the 'INDEX SCORE', equating to '60' in the following example.

Similarly, an Index Score has been calculated for the Core question 'Performance direction in the last 12 months', based on the following scale for each performance measure category, with 'Can't say' responses excluded from the calculation.

SCALE CATEGORIES	% RESULT	INDEX FACTOR	INDEX VALUE
Very good	9%	100	9
Good	40%	75	30
Average	37%	50	19
Poor	9%	25	2
Very poor	4%	0	0
Can't say	1%	--	INDEX SCORE 60

SCALE CATEGORIES	% RESULT	INDEX FACTOR	INDEX VALUE
Improved	36%	100	36
Stayed the same	40%	50	20
Deteriorated	23%	0	0
Can't say	1%	--	INDEX SCORE 56



Appendix A: Margins of error

The sample size for the 2021 State-wide Local Government Community Satisfaction Survey for Yarriambiack Shire Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=400 interviews is +/-4.7% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.3% - 54.7%.

Maximum margins of error are listed in the table below, based on a population of 5,300 people aged 18 years or over for Yarriambiack Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Yarriambiack Shire Council	400	400	+/-4.7
Men	180	205	+/-7.2
Women	220	195	+/-6.5
Hopetoun	120	126	+/-8.9
Warracknabeal	166	162	+/-7.5
Dunmunkle	114	112	+/-9.1
18-34 years	23	74	+/-20.8
35-49 years	45	71	+/-14.7
50-64 years	118	92	+/-9.0
65+ years	214	163	+/-6.6



Appendix A: Significant difference reporting notation

Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing green (▲) and downward directing red arrows (▼).

Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Total' result for the council for that survey question for that year. Therefore in the example below:

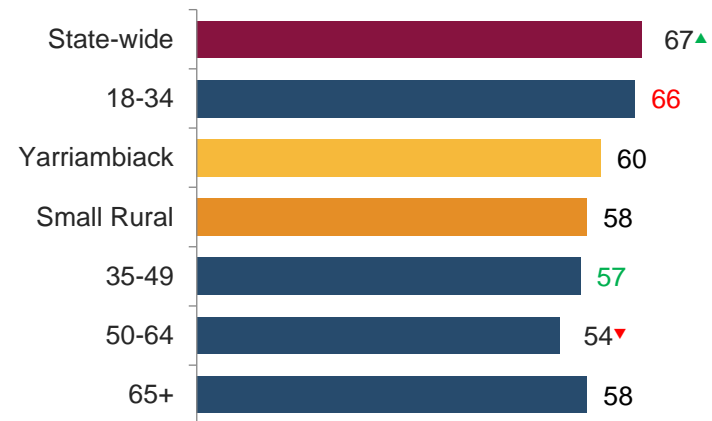
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2020.

Therefore in the example below:

- The result among 35-49 year olds in the council is **significantly higher** than the result achieved among this group in 2020.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2020.

**2021 overall performance (index scores)
(example extract only)**





Appendix A: Index score significant difference calculation

The test applied to the Indexes was an Independent Mean Test, as follows:

$$Z \text{ Score} = (\$1 - \$2) / \text{Sqrt} ((\$5^2 / \$3) + (\$6^2 / \$4))$$

Where:

- \$1 = Index Score 1
- \$2 = Index Score 2
- \$3 = unweighted sample count 1
- \$4 = unweighted sample count 2
- \$5 = standard deviation 1
- \$6 = standard deviation 2

All figures can be sourced from the detailed cross tabulations.

The test was applied at the 95% confidence interval, so if the Z Score was greater than +/- 1.954 the scores are significantly different.



Appendix B: Further project information



Appendix B: Further information

Further information about the report and explanations about the State-wide Local Government Community Satisfaction Survey can be found in this section including:

- Background and objectives
- Analysis and reporting
- Glossary of terms

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2021 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

The 2021 results are compared with previous years, as detailed below:

- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=401 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.
- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=400 completed interviews, conducted in the period of 18th May – 30th June.

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of the Yarriambiack Shire Council area.

Any variation of +/-1% between individual results and net scores in this report or the detailed survey tabulations is due to rounding. In reporting, '—' denotes not mentioned and '0%' denotes mentioned by less than 1% of respondents. 'Net' scores refer to two or more response categories being combined into one category for simplicity of reporting.

This survey was conducted by Computer Assisted Telephone Interviewing (CATI) as a representative random probability survey of residents aged 18+ years in Yarriambiack Shire Council.

Survey sample matched to the demographic profile of Yarriambiack Shire Council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 60% mobile phone numbers to cater to the diversity of residents within Yarriambiack Shire Council, particularly younger people.

A total of n=400 completed interviews were achieved in Yarriambiack Shire Council. Survey fieldwork was conducted in the period of 8th February – 20th March, 2021.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2021, 66 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2021 vary slightly.

Council Groups

Yarriambiack Shire Council is classified as a Small Rural council according to the following classification list:

- Metropolitan, Interface, Regional Centres, Large Rural & Small Rural.

Councils participating in the Small Rural group are:

- Alpine, Ararat, Benalla, Buloke, Central Goldfields, Gannawarra, Hepburn, Hindmarsh, Indigo, Loddon, Mansfield, Murrindindi, Northern Grampians, Pyrenees, Queenscliffe, Strathbogie, West Wimmera and Yarriambiack.

Wherever appropriate, results for Yarriambiack Shire Council for this 2021 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Small Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



Appendix B: 2012 survey revision

The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of Yarriambiack Shire Council according to the most recently available Australian Bureau of Statistics population estimates, whereas the results were previously not weighted.
- The service responsibility area performance measures have changed significantly and the rating scale used to assess performance has also changed.

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2021 have been made throughout this report as appropriate.



Appendix B:

Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2021 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)
- Value for money in services and infrastructure (Value for money)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Waste management

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2021 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



Appendix B: Analysis and reporting

Reporting

Every council that participated in the 2021 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

<https://www.localgovernment.vic.gov.au/our-programs/council-community-satisfaction-survey>

Tailored questions commissioned by individual councils are reported only to the commissioning council and not otherwise shared unless by express written approval of the commissioning council.



Appendix B: Glossary of terms

Core questions: Compulsory inclusion questions for all councils participating in the CSS.

CSS: 2021 Victorian Local Government Community Satisfaction Survey.

Council group: One of five classified groups, comprising: metropolitan, interface, regional centres, large rural and small rural.

Council group average: The average result for all participating councils in the council group.

Highest / lowest: The result described is the highest or lowest result across a particular demographic sub-group e.g. men, for the specific question being reported. Reference to the result for a demographic sub-group being the highest or lowest does not imply that it is significantly higher or lower, unless this is specifically mentioned.

Index score: A score calculated and represented as a score out of 100 (on a 0 to 100 scale). This score is sometimes reported as a figure in brackets next to the category being described, e.g. men 50+ (60).

Optional questions: Questions which councils had an option to include or not.

Percentages: Also referred to as 'detailed results', meaning the proportion of responses, expressed as a percentage.

Sample: The number of completed interviews, e.g. for a council or within a demographic sub-group.

Significantly higher / lower: The result described is significantly higher or lower than the comparison result based on a statistical significance test at the 95% confidence limit. If the result referenced is statistically higher or lower then this will be specifically mentioned, however not all significantly higher or lower results are referenced in summary reporting.

State-wide average: The average result for all participating councils in the State.

Tailored questions: Individual questions tailored by and only reported to the commissioning council.

Weighting: Weighting factors are applied to the sample for each council based on available age and gender proportions from ABS census information to ensure reported results are proportionate to the actual population of the council, rather than the achieved survey sample.

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